

	Position Title: Case Support Worker	Team: Home Based Care		Region: Western Office: Mt Helen
	Supervisor: Team Leader - Home Based Care	Delegations and Authorities: In Line with Delegations Policy	Band: A Salary: SCHCADS Level 2 or 3	Date: January 2020

OUR VISION AND PURPOSE		ROLE CONTEXT	
<p>We believe children, young people and families should be safe, thriving and hopeful.</p> <p>Our Vision for 2022: Together we will courageously change lives and reimagine service systems.</p> <p>For over 140 years, Berry Street has adapted to a changing world, and we will continue to adapt to achieve our purpose.</p> <p>Berry Street will continue to be a strong and independent voice for the children, young people and families with whom we work. In collaboration with others, we will advocate for investment in early intervention and prevention services that enable families to be safe and stay together. We will use approaches that are culturally safe and informed by the best evidence available. We will measure and learn from the impact of our work, and we will continually contemporise our models of practice.</p> <p>We look forward to working with children, young people, families, carers, staff and partners to achieve this vision. Together.</p>		<p>Berry Street aims to provide a high quality out of home care service in the Western region that is responsive to the specific needs of children and young people who are at risk or who have experienced the trauma of family violence, child abuse and neglect. The aim is to provide high quality foster carers who will provide a safe and nurturing environment for children and young people in care.</p> <p>The Home Based Care program provides Case Management for Complex, Intensive and General Home Base Care for children and young people who are unable to live with their own families. Most children and young people are placed in out of home care following child protection intervention with a small number in care on a voluntary basis. Voluntary and statutory placements can be of a short or long-term nature. Some young people are supported by Targeted Care Packages.</p>	
OUR VALUES		PRIMARY OBJECTIVES OF THE ROLE	
<p>We expect all staff to apply these Values in all aspects of their work.</p> <p>Courage: to never give up, maintain hope and advocate for a 'fair go'</p> <p>Integrity: to be true to our word</p> <p>Respect: to acknowledge each person's culture, traditions, identity, rights, needs and aspirations</p> <p>Accountability: to constantly look at how we can improve, using knowledge and experience of what works, and ensure that all our resources and assets are used in the best possible way</p> <p>Working Together: to work with our clients, each other and our colleagues to share knowledge, ideas, resources and skills</p>		<p>The Case Support Worker will:</p> <ul style="list-style-type: none"> • Support the Home Based and Specialised Care program by providing transport to young people in care, or young people who are living with their families or independently with the support of a Targeted Care Package. • Supervise contact. • Provide care to young people within carers' home for up to eight hours at a time. • Provide practical assistance to young people and their families who are supported by Targeted Care Packages. 	
		REPORTING RELATIONSHIPS	
		<p>This role is based at our Mt Helen Office.</p> <p>This role reports to the Team Leader - Home Based Care who will provide supervision and review.</p>	

EXPECTATIONS	
<ul style="list-style-type: none"> • Conduct oneself in accordance with the Berry Street Code of Conduct which is underpinned by the values of accountability, courage, integrity, respect and working together within the principles of continuous improvement and occupational health and safety. • Berry Street is committed to diversity and inclusion. We aim to ensure every individual is treated with dignity and respect regardless of their cultural background, ability, ethnicity, gender identity, sexual orientation, spirituality or religion. • Berry Street is committed to being a child safe, child friendly and child empowering organisation. In everything we do we seek to protect children. We are committed to the cultural safety of Aboriginal and Torres Strait Islander children; children from culturally and/or linguistically diverse backgrounds; children with a disability; children who identify with a sexual and or gender minority identity. 	
KEY SELECTION CRITERIA: KNOWLEDGE, SKILLS AND ABILITIES REQUIRED TO FULFIL THE ROLE	
<ul style="list-style-type: none"> • The ability to develop strong working relationships with young people, carers and families. • Demonstrated knowledge of child development and the implications of abuse, trauma and neglect. • Understanding of the issues related to children coming into care and their families and of the statutory Child Protection system. • Ability to provide case support work in complex situations and with children presenting with difficult behaviours. • Ability to work with voluntary and statutory clients. • Excellent written and oral communication skills (including public speaking, presentations and facilitation skills). • Demonstrated ability to flexibly manage competing priorities and stressful situations, monitoring own stress levels and practising and promoting self-care strategies. 	
QUALIFICATIONS AND OTHER REQUIREMENTS	DESIRABLE
<ul style="list-style-type: none"> • Staff must hold a valid WWCC, current drivers licence at all times and undergo a Criminal Records Check prior to employment. Subsequently, staff must report any criminal charges or court appearances. 	<ul style="list-style-type: none"> • Previous experience providing Case Support Work in this sector. • A tertiary qualification (minimum Bachelor level) in Social Work, Youth Work or Welfare (or equivalent).

KEY ACCOUNTABILITIES AND RESPONSIBILITIES

ACCOUNTABILITY	SPECIFIC RESPONSIBILITIES
Direct Service Delivery	<ul style="list-style-type: none"> • To assist case managers by transporting children to appointments, school and contact. • To provide support to carers within a team approach to address day-to-day management issues. • To support recreational, social and vocational programs for individual clients that meet their specific needs. • To liaise with the caseworker and professionals in relation to the client's needs. • To assist the clients in developing healthy and appropriate communication skills and connections. • To supervise contact between young people and their families. • To provide care for young people in carers' homes for up to eight hours at a time. • To ensure client confidentiality at all times.
Administration	<ul style="list-style-type: none"> • To liaise on a regular basis with the program case management staff. • To document any incidents according to the DHHS CIMS procedure. • To keep up to date case notes where/ when appropriate. • To meet the statutory administrative requirements of the program. • To participate in relevant organisation meetings. • Work within a team structure that promotes a high standard of care and ethical response to children and young people living in foster care. • Attend and participate in regular supervision according to Berry Street Supervision Standards and requirements.
Program Development	<ul style="list-style-type: none"> • To liaise with Case Managers to maintain placements and provide leaving care support to children and young people in the out of home care program. • To keep abreast of relevant theoretical legislative and policy documents.
Other	<ul style="list-style-type: none"> • Other duties as required.

INHERENT REQUIREMENTS OF WORK ACTIVITIES / ENVIRONMENT

Following is a table that outlines the main physical and psychological requirements of the position.

Element	Key Activity	Frequency
Work Environment	Manage demanding and changing workloads and competing priorities.	Daily
	Work in a team environment.	Daily
	Work in different geographic locations.	Regular
	Be exposed to all outdoor weather conditions.	Regular
	Work in unstructured environments (e.g. outreach).	Regular
	Work office hours with the possibility of extended hours.	Regular
	Work on-call after hours.	Regular
	Work in an open plan office.	Daily
	Work in buildings which may be two-storey.	Regular
	Sit at a computer or in meetings for extended periods.	Daily
	Work in an environment with competing demands.	Daily
	Present at court and other jurisdictions.	Occasional
People Contact	Liaise with government, non-government and community organisations.	Daily
	Work with clients who may have a physical or sensory disability.	Regular
	Interact with members of the public who may display the full range of emotional expressions, including parents, partners, significant others, family members, advocates, doctors, police.	Regular
	Interact with clients and members of the public who could display verbal or physically challenging behaviour.	Regular
	Facilitate access to specialist, generic and community services.	Daily
	Undertake training and professional development activities.	Regular
Administrative Tasks	Undertake administrative tasks which may include the following: computer work, filing, writing reports, case notes/plans and client records, participating in meetings, concentrating for long periods of time, managing resources and budget and researching and analysing information and data.	Daily
	Use technology including photocopier, telephones including mobiles, fax, overhead projectors, televisions, videos, and electronic whiteboards.	Daily
Transport	Drive vehicles possibly over long distances and in all traffic and weather conditions.	Regular
	Drive vehicles with possible distractions from client behaviour, verbal or physical.	Occasional