

	Position Title: Senior Manager Residential and Youth Services	Team: Residential Care and Intensive Case Management teams	Region: Hume Office: Shepparton
	Supervisor: Regional Director	Delegations and Authorities: In Line with Delegations Policy	Band: E Salary: ASM & FPU Date: February 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 (Hume Region) delivers a range of programs including Home-Based Care (Foster Care), Kinship Care, Residential Care, Targeted Care Packages, Intensive Case Management, Education First Youth Foyer and community programs.</p> <p>The Senior Manager is responsible for the Berry Street Hume Region Residential Services program which offers accommodation and support and the Intensive Case Management Services team (ICMS). The Senior Manager is also responsible for Targeted Care Packages. The client group are primarily young people referred through the Child Protection system with experiences of trauma and disrupted attachment and with a range of complex behaviours.</p> <p>The Senior Manager is a member of the Hume Region Senior Management Team and plays an important role in providing leadership within the region, input into strategic direction and developing and nurturing partnerships.</p> <p>Out-of-home Care and case management operate within a complex system and Berry Street is committed to improving the quality of services for these highly vulnerable young people.</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>	<ul style="list-style-type: none"> • Overall management and performance of the Residential Services Programs in the Hume Region • Overall management and performance of ICMS in the Hume Region • Overall management and performance of TCP in the Hume Region • Contributing to the strategic direction and planning of these services • Ensuring a high standard of care and case management is provided to the young people • Program development and ensuring a quality service is delivered • Staffing the programs, ensuring staff are trained, supervised and supported to undertake their roles • Building and maintaining relationships with stakeholders relevant to the Residential Care Services, TCP and ICMS Program internally and externally of Berry Street
	REPORTING RELATIONSHIPS
	<p>This role is based at our Shepparton Office.</p> <p>This role reports to the Regional Director 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"> 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. High level understanding of the needs of children and young people entering or at risk of entering Out of Home Care (OoHC) and the child protection and OoHC system to ensure best practice principles of care, case management and support Sound knowledge of Therapeutic Care principles and relevant theories, especially as they relate to children and young people in the OoHC system and their families and broader networks Demonstrated skills in collaboration, shared problem solving, flexibility and negotiation skills with other stakeholders, such as DHHS, police, mental health & disability services Demonstrated experience and ability to work within the parameters of the relevant DHHS framework, policy and funding requirements, such as the Best Interests Case Practice Model, relevant quality standards, and the program requirements of residential care, therapeutic residential care and ICMS A proven and demonstrated desire to think creatively and use data and other evidence to advocate for improvements in the sector and region (including in our own services) in order to directly benefit the young people in our care Proven experience in supervision, leadership and development of the workforce and teams, and promoting safe, positive learning work cultures 	
QUALIFICATIONS AND OTHER REQUIREMENTS	DESIRABLE
<ul style="list-style-type: none"> A tertiary qualification in Social Work, Psychology or Community Welfare or a related discipline. 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"> Formal qualifications in Management.

KEY ACCOUNTABILITIES AND RESPONSIBILITIES

ACCOUNTABILITY	SPECIFIC RESPONSIBILITIES
Direct Service Delivery	<ul style="list-style-type: none"> • Ensure a high standard of care and safety for all children and young people in the residential care program, and that the care of the young people is in accordance with their care plans and individual needs • Ensure a high standard of case management, advocacy and support in the ICMS program including effective engagement and outreach with high risk young people and their carers and families • Ensure timely and accurate completion of all relevant documentation (such as client files, LAC, behaviour management support plans, overnight safety plans, etc.) is maintained and compliant with standards and program requirements • Support effective ongoing implementation of initiatives such as CS Net, Therapeutic Crisis Intervention, and any other relevant new initiatives within Berry Street or the sector. • Ensure the provision of high-quality services which meet the CSO Registration Standards and program requirements and are in accordance with Berry Street's Values and Strategic Plan. • Ensure the Client Incident Management System (CIMS) and all of its elements are implemented with accuracy and quality and in accordance with the required timelines. • Liaise respectfully with key stakeholders to ensure the best interests of the child/young person are achieved and maintained • Ensure houses are maintained to an acceptable home-like standard for the young people living there • Ensure there is effective, professional and timely communication with DHHS, police and other service providers • Ensure there is timely and accurate information sharing with the Berry Street Statewide Oncall Services (SWOCS)
Administration	<ul style="list-style-type: none"> • Responsible to ensure the programs have appropriately skilled staff who will maintain a high quality of care to the clients entrusted to our care and case management. • Ensure staff receive professional development and training according to their needs and the needs of the program. • Ensure recruitment, assessment and training of residential care workers is compliant with CSO Registration Standards. • Provide supervision and support to Team Leaders and other senior staff as required according to Berry Street's Supervision Policy, monitor workloads and provide annual staff appraisals to support their ongoing development • Undertake staff performance management as required including quality of care processes. • Ensure all program staff are receiving supervision, support and professional development in accordance with Berry Street's policies and CSO Registration Standards and program requirements • Ensure that staff leave is planned in such a way that adequate staff coverage is maintained.
Program Development	<ul style="list-style-type: none"> • Provide leadership of the two program areas of residential care and ICMS. • In collaboration with the Regional Director, establish and sustain performance frameworks for the services. • Ensure the implementation of Therapeutic Residential Care in accordance with the model and in collaboration with Take Two. • Participate in Regional and State-wide Forums relating to program areas, such as High Risk Youth Forums, and cross-regional forums, and contribute to policy development.

	<ul style="list-style-type: none"> • In conjunction with the Regional Director, take financial responsibility for program areas, including the development of annual budgets, and monitoring and review of expenditure. • Ensure that systems are in place which monitor and analyse the program's performance within the context of relevant DHHS funding targets and Berry Street's systems • Participate in regional and organisational strategic planning when required
Other	<ul style="list-style-type: none"> • Ensure that all relevant administration procedures are adhered to within all components of the Residential Care and ICMS Program. • Participate in relevant organisational meetings and training as required. • Lead some relevant organisational meetings as required • Ensure all statistical data is collected and reports compiled and forwarded to the DHHS, other funding bodies and Berry Street in accordance with required timelines. • Be responsible for all local expenditure within the sub-programs. • Provide the Regional Director with a written monthly report, including a monthly analysis of performance against contract targets, in accordance with the organisational template. • Other duties as directed

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