



	Position Title: Senior Case Manager - Out of Home Care, Complex Case Management.	Team: Home Based Care	Region: Northern
	Supervisors: Team Leader, Out of Home Care Complex Case Management	Delegations and Authorities: In Line with Delegations Policy	Band: B

ORGANISATIONAL INFORMATION

OUR VISION AND FOCUS	ROLE CONTEXT
<p>All children should have a good childhood, growing up feeling safe, nurtured and with hope for the future.</p> <p>Berry Street chooses to work with children, young people and families with the most challenging and complex needs. We work across metropolitan, regional and rural Victoria.</p> <p>To achieve our Vision, Berry Street delivers a wide variety of programs, from those aimed at strengthening families and communities through to those that focus on helping people recover from the trauma of violence, abuse and neglect.</p> <p>We also engage government, other community organisations and the general public in child-focussed advocacy and knowledge sharing.</p>	<p>Berry Street (Egglemont) provides Home Based Care (HBC) and residential case management services in the Northern Region of Melbourne for the Department of Human Services.</p> <p>The program provides Complex, Intensive and General HBC for children and young people who are unable to live with their own families, and provides case management for children in residential care. Most children and young people are placed in out of home care following child protection intervention. A small number are in care on a voluntary basis. Voluntary and statutory placements can be of a short or long term nature.</p>
	PRIMARY OBJECTIVES OF THE ROLE
	<p>The Senior Case Manager is responsible for providing complex home based, residential and Targeted Care Package (TCP) case management services to children and young people and their families. The role will also include:</p> <ul style="list-style-type: none"> • Providing a family sensitive and child focussed casework service to the children and adolescents who reside in Berry Street’s Residential Care program or Home Based Care program. Working in collaboration with residential care staff, carers and representatives of the Department Health & Human Services to deliver an effective case management service for young people with a complex classification. • The Senior Case Manager works closely with the Team Leader and TCP Coordinators on program development, stakeholder management and reporting and plays a key role in mentoring the case manager. • Wherever possible (consistent with case plan directions) they will provide the overarching case management role aimed at minimising the protective concerns and maximising personal development through a range of intervention techniques. This may include work with families of origin. • Develop individual case plans which specify objectives of intervention, anticipated timelines, and tasks and responsibilities necessary for their achievement. • Liaise with relevant services and advocate on behalf of children & young people to ensure access to resources where necessary.
	REPORTING RELATIONSHIPS
	<p>This role is based at our Egglemont office.</p> <p>This role reports to the Team Leader - Out of Home Care, Complex Case Management, who will provide supervision and review. This role has no direct reports and works in conjunction with other team members. This position is full time until 22 March 2019.</p>
OUR VALUES	
<p>Berry Street expects all staff to apply these Values in all aspects of their work.</p> <p>Courage: To be the best we can be and to never give up</p> <p>Integrity: Expect a personal and organisation commitment to honesty</p> <p>Respect: Acknowledge the importance of each person’s heritage, traditions, identity, needs and aspirations</p> <p>Accountability: Be responsible for our own actions</p> <p>Working Together: Work with our clients, each other and our colleagues to share knowledge, ideas, resources and skills.</p>	

EXPECTATIONS

- Conduct themselves in accordance with the Berry Street Code of Conduct which is underpinned by the values of accountability, courage, integrity, respect and working together.
- Have a demonstrated understanding of and commitment to the principles of equity, diversity, continual improvement, risk management and occupational health and safety.
- Berry Street supports White Ribbon, Australia's campaign to stop violence against women. There is an expectation that staff never commit, excuse or remain silent about violence against women.
- Berry Street are committed to the safety, participation and empowerment of all children, including those with a disability and culturally and/or linguistically diverse backgrounds. Berry Street are also committed to cultural safety, inclusion and empowerment of Aboriginal children, their families and communities.

KEY SELECTION CRITERIA

- Strong understanding of the issues for children coming into care and their families and of the statutory Child Protection system.
- Demonstrated ability to case manage complex needs and issues for clients, families and in relationships, including families of origin.
- Comprehensive knowledge and understanding of child development and abuse and neglect including well developed skills in risk assessment in the context of the child.
- Understanding of issues related to working with volunteers.
- Demonstrated understanding of, and respect for, the needs of children with a disability; Aboriginal culture, including cultural safety and awareness; and cultural and linguistic diversity (CALD), including cultural safety for children from CALD backgrounds
- Demonstrated understanding of and commitment to the principles of equity, diversity, continual improvement, risk management and occupational health and safety.
- 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 practicing and promoting self-care strategies.

QUALIFICATIONS AND OTHER REQUIREMENTS

- A tertiary qualification in Psychology, Social Work or a related discipline is essential.
- 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.

DESIRABLE

- Previous Experience in Case Management, Child, Youth and Family Services.

KEY ACCOUNTABILITIES AND RESPONSIBILITIES

ACCOUNTABILITY	SPECIFIC RESPONSIBILITIES
Service Delivery	<ul style="list-style-type: none">• To provide complex casework management services for children, young people and their families (both foster and biological) as required including regular contact and visits.• Establish Care Teams where appropriate.• Communicate all relevant information to others as required, including the Department of Health and Human Services (DHHS).• To keep abreast of relevant theoretical legislative and policy documents.• To participate in case allocation, case planning, review and case closure processes for clients of the service.• To participate in the continued evaluation and refining of the program's model, case allocation, case work procedures and the linkages to home based care.• Sound knowledge of relevant legislation.• To regularly review children's care plans in corporation with the care team. Communicate all relevant information to others as required, including the Department of Health and Human Services (DHHS).• To keep abreast of relevant theoretical legislative and policy documents.• To participate in case allocation, case planning, review and case closure processes for clients of the service.• Ensure young people have a voice in decisions relating to them• To assess the children's needs, monitor their progress and provide support and advocacy as needed.• Provide individual support through a direct casework service aimed at minimising the protective concerns and maximizing personal development through a range of intervention techniques.• Develop ways of engaging the young people who may not have responded to traditional intervention.• In conjunction with young people, their families, DHHS, line management and other professionals as appropriate develop individual case plans that outline goals and specify interventions, timelines and tasks and responsibilities to reach their goals.• Practice culturally sensitive practice and participate in development of Cultural Support Plans.• Liaise with relevant services and advocate on behalf of the young people to ensure access to resources and facilities where necessary.

	<p>In relation to children and young people in foster care</p> <ul style="list-style-type: none"> • Recruit, assess and support volunteer carers capable of providing intensive support to children and young people presenting with complex issues. • To assist in the provision of specialised training and support programs to caregivers that will enable them to acquire skills needed in the care of abused children • To establish and maintain placements and provide leaving care support to children and young people in the out of home care program. • To provide supervision and support to volunteer home based care families and to participate in program caregiver assessment and review processes. • To be involved in the recruitment, assessment and at times training of volunteer carers. • To establish and maintain placements with the support and consultation from a therapeutic specialist when appropriate. <p>In relation to children in residential care</p> <ul style="list-style-type: none"> • To work together with residential care staff and other professionals to deliver holistic care for children and young people based on an understanding of theories about trauma and attachment. • Work with young people and their families and other significant people in their lives from a strengths based framework to facilitate contact and promote these relationships. • To liaise with other professionals to ensure that the program is meeting the educational, health and emotional needs of children and young people including Looking After Children records. • Provide services on an outreach basis. <p>In relation to children living with their families</p> <ul style="list-style-type: none"> • To utilise a child-centred family-focussed approach to engage parents and work towards building their capacity to provide for the safety stability and development of their children. • To offer support and supervision to parents and if needed linking them to specialised training and support programs that will enable them to acquire skills needed in the care of children presenting complex behaviours.
<p>Administration</p>	<ul style="list-style-type: none"> • Work within a team structure that promotes a high standard of care and ethical response to children and young people living in foster care or residential care. • Attend and participate in HBC staff meetings. • Attend and participate in regular supervision according to Berry Street Supervision Standards and requirements. • Provide reports to the Team Leader Home Based Care and Manager Child and Family Services as required and requested. • Managing brokerage for clients and applying for funding for placement support. • To utilise a child-centred family-focussed approach to engage parents and work towards building their capacity to provide

	<p>for the safety stability and development of their children.</p> <ul style="list-style-type: none"> • To manage and maintain a case load of clients with intensive and complex needs. • To be involved in the recruitment, assessment and at times training of volunteer carers. • To offer support and supervision to parents and if needed linking them to specialised training and support programs that will enable them to acquire skills needed in the care of children presenting complex behaviours. • To establish and maintain placements with the support and consultation from a therapeutic specialist when appropriate. • Communicate all relevant information to others as required, including the Department of Health and Human Services (DHHS). • To keep abreast of relevant theoretical legislative and policy documents. • To participate in case allocation, case planning, review and case closure processes for clients of the service. • To regularly review children’s care plans in corporation with the care team. • Establish Care Teams where appropriate.
Program Development	<ul style="list-style-type: none"> • To establish and maintain placements and provide leaving care support to children and young people in the out of home care program. • To provide casework supervision and support services for children, young people and their families as required. • To provide supervision and support to volunteer home based care families. • To participate in program caregiver assessment and review processes. • To assist the Recruitment, Training and Assessment Workers in the recruitment, assessment and training of volunteer home based care families. • To keep abreast of relevant theoretical legislative and policy documents.
Other	<ul style="list-style-type: none"> • Abide by the Code of Conduct • Participate in a rostered after hour’s service as required • Berry Street supports White Ribbon, Australia’s campaign to stop violence against women. There is an expectation that staff never commit, excuse or remain silent about violence against women. • Berry Street are committed to the safety, participation and empowerment of all children, including those with a disability and culturally and/or linguistically diverse backgrounds. Berry Street are also committed to cultural safety, inclusion and empowerment of Aboriginal children, their families and communities. • Other duties as directed

CONDITIONS OF EMPLOYMENT

1. This position is for 76 hours per fortnight. There is no paid overtime, but any extra hours worked will be accrued as Time-in-Lieu according to the Berry Street Victoria Enterprise Agreement.
2. This position is full time until 22 March 2019.
3. You will initially be employed at our Eaglemont Office. You may be required to work from other Berry Street sites (on a temporary or permanent basis) as directed from time to time.
4. Terms and conditions of employment are in accordance with the Berry Street Victoria Enterprise Agreement, which includes above Award payments and eligibility for remuneration packaging. Salary packaging up to \$15,900 is available to Berry Street employees who meet the eligibility criteria outlined in our Salary Packaging Policy.
5. The base salary for this position is SCHCADS Level 6, pay point 1 (\$76,076.00) under the Berry Street Victoria Enterprise Agreement. The value of the salary can be increased through salary packaging.
6. Superannuation will be paid according to Superannuation Guarantee into a compliant fund of your choice or into HESTA Superannuation Fund.
7. The successful applicant will be required to undergo satisfactory pre-employment checks, including 2 professional referees, a pre-existing injury/disease declaration, a criminal records check and proof of identity and qualifications.
8. The successful applicant will initially be employed for a probationary period of 3 months. During this period, either party can terminate employment with one week's notice. A probationary review before 3 months will be undertaken.
9. Agency vehicles are available for authorised use and these should be used at all times for work-related purposes, in accordance with the Berry Street Motor Vehicle Policy. However, if you are authorised to use your own vehicle for work-related purposes, you will be paid an allowance per kilometre, which includes provision for comprehensive insurance and other running costs. Berry Street is unable to insure private vehicles owned by staff and will not accept any liability for damage to any staff vehicles incurred while being used for work-related purposes
10. Under Victorian WorkCover legislation, it is the applicant's duty to advise Berry Street of any pre-existing medical condition, which could be aggravated by the type of employment for which they are applying. The existence of a medical condition will not preclude you from employment, unless you are unable to perform the inherent requirements of the position. However failure to disclose any relevant injury or disease will jeopardise any entitlement you may otherwise have for a work-related aggravation of that non-disclosed pre-existing condition.
11. Berry Street has a smoke-free workplace policy

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.	Regular
	Work in a team environment.	Daily
	Work in different geographic locations.	Occasional
	Work in unstructured environments (eg outreach).	Occasional
	Work office hours with the possibility of extended hours.	Occasional
	Work in an open plan office.	Daily
	Work in buildings, which may be two-storey.	Occasional
	Sit at a computer or in meetings for extended periods.	Regular
	Work in an environment with competing demands.	Daily
	Present at court and other jurisdictions.	Occasional
Manual Handling	Undertake manual handling (eg: lifting, moving, transferring, twisting, restraining, supporting) of clients	Occasional
People Contact	Work with clients who may have a physical or sensory disability.	Occasional
	Liaise with government, non-government and community organisations.	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.	Daily
	Interact with clients and members of the public who could display verbal or physically challenging behaviour.	Regular
	Support and participate with clients in recreational activities (eg: gardening, ball games, swimming, walking, camping, hiking, trampolining, tennis, and cricket).	Occasional
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