

	<b>Position Title:</b> Case Manager		<b>Team:</b> Home Based Care		<b>Region:</b> Gippsland
	<b>Supervisors:</b> Team Leader, Home Based Care	<b>Delegations and Authorities:</b> In Line with Delegations Policy	<b>Band:</b> A	<b>Date Completed:</b> November 2018	

## ORGANISATIONAL INFORMATION

OUR VISION AND FOCUS	ROLE CONTEXT
<p><b>All children should have a good childhood, growing up feeling safe, nurtured and with hope for the future.</b></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 (Gippsland) provides Home Based Care (HBC) services in the Gippsland Region of 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. 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>
<b>OUR VALUES</b>	<b>PRIMARY OBJECTIVES OF THE ROLE</b>
<p><b>Berry Street expects all staff to apply these Values in all aspects of their work.</b></p> <p><b>Courage:</b> To be the best we can be and to never give up</p> <p><b>Integrity:</b> Expect a personal and organisation commitment to honesty</p> <p><b>Respect:</b> Acknowledge the importance of each person's heritage, traditions, identity, needs and aspirations</p> <p><b>Accountability:</b> Be responsible for our own actions</p> <p><b>Working Together:</b> Work with our clients, each other and our colleagues to share knowledge, ideas, resources and skills.</p>	<p>The primary objectives of the role are to:</p> <ul style="list-style-type: none"> <li>• Provide complex home based case management services to children and young people and their families.</li> <li>• The role will include the development of appropriate home based care placements that meet the needs of children and young people in the program.</li> </ul>
	<b>REPORTING RELATIONSHIPS</b>
	<p>This role is based at our Morwell office. It is part of the broader Home Based Care team.</p> <p>This role reports to the Team Leader, Home Based Care who will provide supervision and review. This role has zero direct reports and works in conjunction with other team members.</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: KNOWLEDGE, SKILLS AND ABILITIES REQUIRED TO FULFIL THE ROLE

- 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 an ability to advocate for client needs and best interests.
- Knowledge and experience of current theoretical approaches & frameworks for working with highly vulnerable children, young people and their families, including strengths based approaches.
- A strong capacity to engage and work flexibly and creatively with families in a non-judgemental approach.
- Awareness of the issues related to working in cross cultural human services with knowledge of the issues facing culturally and linguistically diverse communities.
- 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
- 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 Community Services, 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.
- Knowledge and understanding of the current Children, Youth and Family Act.

## KEY ACCOUNTABILITIES AND RESPONSIBILITIES

ACCOUNTABILITY	SPECIFIC RESPONSIBILITIES
<b>Service Delivery</b>	<ul style="list-style-type: none"> <li>• To provide complex casework management services for children, young people and their families as required including regular contact and visits.</li> <li>• To manage and maintain a complex case load of clients.</li> <li>• Recruit, assess and support volunteer carers capable of providing intensive support to children and young people presenting with complex issues.</li> <li>• 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.</li> <li>• Establish Care Teams where appropriate.</li> <li>• To establish and maintain placements and provide leaving care support to children and young people in the out of home care program.</li> <li>• To provide supervision and support to volunteer home based care families.</li> <li>• To participate in program caregiver assessment and review processes.</li> <li>• Undertake holistic assessments of children and young people with complex needs to develop a clear understanding of the child's placement and therapy needs.</li> <li>• Communicate all relevant information to others as required, including the Department of Health and Human Services (DHHS).</li> <li>• To keep abreast of relevant theoretical legislative and policy documents.</li> <li>• To participate in case allocation, case planning, review and case closure processes for clients of the service.</li> <li>• 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.</li> </ul>
<b>Administration</b>	<ul style="list-style-type: none"> <li>• Work within a team structure that promotes a high standard of care and ethical response to children and young people living in foster care.</li> <li>• Attend and participate in HBC staff meetings.</li> <li>• Attend and participate in regular supervision according to Berry Street Supervision Standards and requirements.</li> <li>• Provide reports to the Team Leader Home Based Care and Manager Child and Family Services as required and requested.</li> <li>• Managing brokerage for clients and applying for funding for placement support.</li> </ul>
<b>Program Development</b>	<ul style="list-style-type: none"> <li>• To establish and maintain placements and provide leaving care support to children and young people in the out of home care program.</li> <li>• To provide casework supervision and support services for children, young people and their families as required.</li> <li>• To provide supervision and support to volunteer home based care families.</li> </ul>

	<ul style="list-style-type: none"><li>• To participate in program caregiver assessment and review processes.</li><li>• To assist the Recruitment, Training and Assessment Workers in the recruitment, assessment and training of volunteer home based care families.</li><li>• To keep abreast of relevant theoretical legislative and policy documents.</li></ul>
<b>Other</b>	<ul style="list-style-type: none"><li>• Abide by the Code of Conduct</li><li>• Participate in a rostered after hour's service as required</li><li>• Other duties as directed</li></ul>

## CONDITIONS OF EMPLOYMENT

1. This position may be required to work additional hours as necessary, and extra hours worked will be accrued as Time-in-Lieu according to the *Berry Street Victoria 2014-2017 Agreement*.
2. You will initially be employed at our Morwell Office. You may be required to work from other Berry Street sites (on a temporary or permanent basis) as directed from time to time.
3. Terms and conditions of employment are in accordance with the *Berry Street Victoria 2014-2017 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.
4. The remuneration for this position is SCHADS Level 5, PP 1 \$72,296.41 gross per annum (full time equivalent), under the *Berry Street Victoria 2014-2017 Agreement*. The value of the salary can be increased through salary packaging.
5. Superannuation will be paid according to Superannuation Guarantee into a compliant fund of your choice or into HESTA Superannuation Fund.
6. 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 identify and qualifications.
7. 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.
8. 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
9. 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.
10. 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
<b>Work Environment</b>	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 and 'on call' duties.	Regular
	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
	Perform 'on call' duties.	Regular
<b>Manual Handling</b>	Undertake manual handling (eg: lifting, moving, transferring, twisting, restraining, supporting) of clients	Occasional
<b>People Contact</b>	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