

	Position Title: Case Manager - Leaving Care Better Futures	Team: Specialist Adolescent Care Services – Leaving Care Post Care Support and Targeted Care Packages	Region: Hume
	Supervisor: Team Leader – Leaving Care Post Care Support and Targeted Care Packages	Delegations and Authorities: In Line with Delegations Policy	Band: A

ORGANISATIONAL INFORMATION

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>It is acknowledged that Out of Home Care (OoHC) settings often fail to equip young people to successfully navigate the transitions to an independent adulthood. This perception is reinforced by young people’s low capacity for self-care, and independent living skills along with low rates of engagement in education whilst in care and high rates of unemployment, homelessness and community and social disengagement once they exit OoHC.</p> <p>In recognition of the needs of young people leaving the OoHC system in the Goulburn Area, Berry Street in partnership with the Department of Health and Human Services, have committed to a project (Better Futures) designed to better prepare young people for their transition to independence. This will be achieved via service delivery utilising a suite of resources within a case management framework.</p>
<p>OUR VALUES</p> <p>Berry Street expects 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>PRIMARY OBJECTIVES OF THE ROLE</p> <ul style="list-style-type: none"> • Provide overall Case Management for the young people, by completing all Department of Health and Human Services – Child Protection OoHC requirements • Be the conduit for the young person to access services, supports • Assist young people to identify, their goals, utilising Better Futures and Advantage Thinking framework • Assist young people to plan, implement and achieve their goals through utilising resources such as Cert 1 Developing Independence, service access and supports within the local community, undertake activities with the young person to assist in confidence building within the community • Provide individual mentoring and coaching to young people to support them to develop the skills, connections and self-confidence they require to achieve independence and stable living arrangements • Work as part of a dynamic team to assist in program growth, development and reviews as required. <p>REPORTING RELATIONSHIPS</p> <p>This role is based at our Shepparton Office.</p> <p>This role reports to the Team Leader – Leaving Care Post Care Support and Targeted Care Packages who will provide supervision and review.</p>

EXPECTATIONS

- 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.
- 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 is committed to the safety, participation and empowerment of all children, including those with a disability and culturally and/or linguistically diverse backgrounds. Berry Street is 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

- 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.
- Demonstrate a knowledge and understanding of key issues related to theoretical frameworks that relate to attachment and trauma theory, brain development, age and stage of development, resilience theory, and the neurobiological development of young people who have suffered trauma.
- A thorough background in and understanding of, or demonstrated knowledge in one or more of the following areas:
 - Child Youth and Family - Residential Care
 - Child Youth and Family – Home Based Care
 - Community and social welfare programs
 - Education and learning, including vocational education
 - Homelessness.
- Experience in undertaking a Case Management role including but not limited to running care team meetings, capacity to build, engage and maintain community partnerships, partake in DHHS and Berry St reviews as needed, undertaken necessary OoHC documentation and requirements.
- Experience in working and supporting a diverse team of staff as well as the ability to work independently and autonomously.
- Experience in building positive relationships and communicating effectively with internal and external contacts with diverse backgrounds and abilities.
- Experience and a dedication to work alongside young people, who have suffered trauma and have potential to disengage from primary and secondary services to reach their full potential.
- Experience of working in within an innovative team that focus and supports each other cross program to achieve outcomes for young people along with program and individual's growth.

QUALIFICATIONS AND OTHER REQUIREMENTS

- A minimum Bachelor or Diploma qualification in a relevant field is preferred however unqualified applicants with demonstrated appropriate experience with youth / young people will be considered.
- 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

- A broad range of life experiences, skills and employment backgrounds.
- A genuine interest to support young people to achieve their goals towards independence.
- Experience in working with disengaged youth.
- Experience in working alongside DHHS or similar agencies and or government departments.
- Experience in building and sustaining relationships with community.

KEY ACCOUNTABILITIES AND RESPONSIBILITIES

ACCOUNTABILITY	SPECIFIC RESPONSIBILITIES
SACS	<ul style="list-style-type: none"> • Ensure the effective implementation of Better Futures Advantage Thinking. • Promote a culture of which promotes the aspirations of young people in keeping with Berry St Values and the wider SACS program.
Program/Service Delivery	<ul style="list-style-type: none"> • Support the management of the day to day operations of the program and the wider SACS team to ensure annual operating plans and key performance indicators are achieved. • Adhere to Practice Guides and support the development and delivery of professional learning programs for young people. • Contribute to the facilitation and promote of the participation from the young people in the completion of the Certificate of Developing Independence and other programs as required. • Support, create and maintain the culture of developing positive language and talent building within Berry Street Programs.
Program/Service Quality	<ul style="list-style-type: none"> • Adhere to Berry Street’s administrative and financial systems, policies and procedures. • Assist in monitoring and maintaining records of expenditure within the program. • Support the monitoring and management of risk and OHS systems. • Ensure that data and information is collected in line with all evaluation requirements
Program Improvement and Innovation	<ul style="list-style-type: none"> • Support all relevant policies and procedures are implemented and adhered to, including the complaints handling procedures and methods for responding to critical incidents. • Assist in ways to capture, communicate and share innovative ideas and practices. • Foster a culture of excellence in service delivery.
Personal and Team Contribution and Effectiveness	<ul style="list-style-type: none"> • Work effectively as part of a supportive and cohesive team and participate in teamwork to enhance the delivery of services to young people, including the orientation and integration of new staff. • Participate in annual performance management planning in which service objectives and professional development needs are discussed and determined. • Promote adherence to Berry Street’s core values.
Partnership and Stakeholder Relations	<ul style="list-style-type: none"> • Connect young people to the right opportunities, resources, people and places to develop their talents and achieve their goals. • Support networks and relationships that lead to educational and employment opportunities for young people. • Develop and maintain relationships with the wider Community which will assist in supporting young person
Other	<ul style="list-style-type: none"> • To maintain a high level of confidentiality regarding the young people’s information and history and that of their family. • To attend all relevant organisational meetings and participate in supervision. • To attend all mandatory training and attend training if nominated to attend. • To ensure that duty of care is undertaken in a professional manner with due regards to relevant agency and Department policies.

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 Shepparton 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 4 PP1 (unqualified) \$65,326.56 or SCHADS Level 5 PP1 (qualified) \$74,534.72 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. 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.
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-employment health 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. 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
Work Environment	Manage demanding and changing workloads and competing priorities.	Daily
	Work in a team environment.	Daily
	Work in different geographic locations.	Daily
	Work office hours with the possibility of extended hours.	Regular
	Work in an open plan office.	Daily
	Work in buildings which may be two-storey	Daily
	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
	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
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