

	Position Title: Team Leader – Case Management Services	Team: Complex Client Services	Region: South East – Noble Park North
	Supervisor: Senior Manager, Complex Client Services	Delegations and Authorities: In Line with Delegations Policy	Band: C SCHADS 7.1 Full Private use of Motor Vehicle

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>Berry Street’s South Eastern Region provides a range of services to children, young people and their families. We provide Residential Services; Home Based Care Services and Complex Client Services – which incorporates contracted case management for young people on Child Protection orders, an Adolescent Support Program that aims to divert young people from the Child Protection system, and Targeted Care Packages.</p> <p>Berry Street South Eastern Case Management Services (SECMS) is funded by Department of Health and Human Services to provide intensive support and case management to children and young people on statutory Child Protection orders, and who are considered the most “at risk” in the community.</p>
<h3>OUR VALUES</h3>	<h3>PRIMARY OBJECTIVES OF THE ROLE</h3>
<p><i>Berry Street expects all staff to apply these Values in all aspects of their work.</i></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>The Team Leader has a significant leadership role which includes:</p> <ul style="list-style-type: none"> • Providing leadership and support to Case Managers, with a thorough knowledge of their duties and ongoing case loads • Supervision and direction to staff in conjunction with the Senior Manager of Complex Client Services • Promotes a culture of continuous quality improvement in the delivery of case management services to clients
	<h3>REPORTING RELATIONSHIPS</h3>
	<p>This role is based at our Noble Park Office, within our South Eastern Case Management Service. SECMS consists of an Intensive Case Management Service (incorporating an Alcohol and Other Drugs Clinician and Co-located Mental Health Intensive Youth Support Clinician) and Adolescent Support Program. This service is part of the broader Complex Client Services Team which also includes the Targeted Care Packages team.</p> <p>This role reports to the Senior Manager of Complex Client Services who will provide supervision and review. This role has 5 direct reports and works in conjunction with other Team Leaders in the Complex Client Service team.</p>

<p>Working Together: to work with our clients, each other and our colleagues to share knowledge, ideas, resources and skills</p>	
<p>EXPECTATIONS</p>	
<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. • Demonstrated commitment 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 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 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. 	
<p>KEY SELECTION CRITERIA: KNOWLEDGE, SKILLS AND ABILITIES REQUIRED TO FULFIL THE ROLE</p>	
<ul style="list-style-type: none"> • 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 advanced report writing and proof reading skills, public speaking, presentations and facilitation skills, and well developed computer literacy). • Demonstrated ability to flexibly manage competing priorities and stressful situations, monitoring own stress levels and practicing and promoting self-care strategies. • Demonstrated leadership skills in particular experience in leading, supervising, and managing people to achieve desired outcomes. • Knowledge of, and ability to apply, a range of assessment, intervention and interactive skills with young people displaying difficult to manage behaviours who may be on Protective or Youth Justice Orders. • Demonstrated ability to liaise with DHHS, and other relevant government and non-government agencies at both casework and program development levels, and demonstrated links with existing relevant networks within the youth work field, especially in the Southern Metropolitan Region. • Demonstrated experience in working with young people on Statutory Protective and Youth Justice Orders, and a sound knowledge of the nature of protective issues, homelessness, trauma and attachment, disability and the implications for their emotional and behavioural development. • Ability to liaise and constructively negotiate with all relevant stakeholders and skill in resolving conflictual issues. • Extensive experience working with families and social/service networks to enhance young people’s lives. • Well-developed individual and systemic advocacy skills. 	
<p>QUALIFICATIONS AND OTHER REQUIREMENTS</p>	<p>DESIRABLE</p>
<ul style="list-style-type: none"> • A Bachelor’s Degree in Social Work, Youth Work or other related discipline. 	<ul style="list-style-type: none"> • Experience monitoring program performance, outputs and outcomes. • Preferably Bachelor qualification or above in Social Work or 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.
- You must have a minimum of three years of experience within the sector.
- Knowledge of the Children, Youth and Families Act (2005), Best Interest principles and procedures and relevant legislation.
- 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.

- Experience undertaking contracted case management within DHHS Child Protection or another similar CSO.

KEY ACCOUNTABILITIES AND RESPONSIBILITIES

ACCOUNTABILITY	SPECIFIC RESPONSIBILITIES
Direct Service Delivery	<ul style="list-style-type: none"> • At times, carry a small case load of clients depending on the needs of the program. • Be prepared to carry a mobile phone in order to fulfil the requirements of your role and respond to crises when required. • Provide casework support at times, aimed at minimising the protective concerns and maximising personal development through a range of intervention techniques. • Liaise with relevant services and advocate on behalf of ‘at risk’ children, young people and families to ensure access to resources and facilities where necessary. • Participate in the duty roster and be prepared to work flexible hours as required. • Provide supervision and professional development opportunity for team members as allocated. • Provide support and direction for team members during and post incidents. • Monitor workloads, staff wellbeing and assist in annual staff appraisals.
Administration	<ul style="list-style-type: none"> • Ensure all documentation requested of case managers is accurate and timely. This includes, but is not restricted to all reporting requirements, client files, statistics and work analysis. • Assist and support in over-viewing referrals, case allocation, case planning and reviewing and risk assessment.
Program Development	<ul style="list-style-type: none"> • In conjunction with management, develop, maintain and review appropriate service manuals, policy guidelines and performance indicators. • Monitor trends, service gaps and emerging program needs. Assist in advocating and ensuring ongoing program relevance and improvement. • In conjunction with management liaise with key personnel from funding bodies to ensure effective operation of program. • Be involved in key regional networks and participate in relevant regional and state-wide forums. • Provide reports to management on all levels as requested. • With management, be responsible for the recruitment and induction of case managers. • In conjunction with management, be responsible for petty cash and other team finances.
Other	<ul style="list-style-type: none"> • 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. • Be prepared to work in similar positions within the Complex Client Services programs where required and appropriate.

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