

	Position Title: Team Leader – Complex Case Management	Team: Home Based Care		Region: Northern Office: Eaglemont
	Supervisor: Senior Manager – Home Based Care	Delegations and Authorities: In Line with Delegations Policy	Band: C Salary: SCHCADS Lv 7 \$10,500pa Motor Vehicle Allowance	Date Completed: August 2019

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>The Team Leader – Complex Case Management role oversees the Targeted Care Packages (TCP) Program and the Lead Tenant (LT) Program.</p> <p>TCPs are an opportunity to consider more innovative, flexible and client-centred approaches to the living arrangements and care needs of children and young people that are consistent with the child or young person’s goals and desired outcomes. They enable the flexible delivery of a suite of services for a child or young person to support their exit from residential care or prevention from entering residential care and to assist with the achievement of their case plan directions and desired outcomes.</p> <p>LT provides accommodation and support to young people between the ages of 15 – 18 years, who are requiring intensive support to develop independent living and life skills. The program provides young people the opportunity to live in an independent setting while being supported by live in volunteers. The program aims to assist these young people to enhance their independent living skills in preparation for their exit from care at age 18.</p>	
<th style="background-color: #1a4a73; color: white;">OUR VALUES</th> <th style="background-color: #1a4a73; color: white;">PRIMARY OBJECTIVES OF THE ROLE</th>	OUR VALUES	PRIMARY OBJECTIVES OF THE ROLE
	<p>The Team Leader provides support, supervision and direction to both staff and volunteer caregivers in conjunction with the wider Home Based Care – Targeted Care Packages Leadership group. The Team Leader promotes a culture of continuous quality improvement in the delivery of case management services to a diverse mix of clients with varying needs and challenges.</p>	
<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>	<th style="background-color: #1a4a73; color: white;">REPORTING RELATIONSHIPS</th> <p>This role is based at our Eaglemont Office.</p> <p>This role reports to the Senior Manager – Home Based Care who will provide supervision and review.</p> <p>This role could have up to 6 direct reports.</p>	REPORTING RELATIONSHIPS

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 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 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.

KEY SELECTION CRITERIA: KNOWLEDGE, SKILLS AND ABILITIES REQUIRED TO FULFIL THE ROLE

- Excellent communication skills – ability to liaise and constructively negotiate with all relevant stakeholders and skill in resolving conflictual issues with same.
- Demonstrated ability to flexibly manage competing priorities and stressful situations, monitoring own stress levels and practising and promoting self-care strategies.
- Demonstrated leadership skills, in particular experienced in leading both employees and volunteers, to achieve desired outcomes.
- Demonstrated experience in working with children & young people on statutory protective 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.
- 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 Orders.
- Knowledge of the Children, Youth and Families Act (2005), Protection and Care's Best Interest planning principles and procedures and other relevant legislation.
- Experience in case management as well as working with families and social/service networks to enhance children & young peoples' lives – providing individual and systemic advocacy.

QUALIFICATIONS AND OTHER REQUIREMENTS

- A tertiary qualification in Social Work, Youth Work or other 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.

DESIRABLE

- N/A.

KEY ACCOUNTABILITIES AND RESPONSIBILITIES

ACCOUNTABILITY	SPECIFIC RESPONSIBILITIES
Coordination, support, development and leadership of a team of Case Managers	<ul style="list-style-type: none"> • With management, be responsible for the recruitment and induction of case managers. • Provide supervision and professional development opportunity for team members as allocated. • Supervisory responsibility for up to 6 case managers. • Assist and support in over-viewing referrals, case allocation, case planning and reviewing and risk assessment. • Monitor workloads, staff wellbeing and assist in annual staff appraisals. • Ensure all documentation requested of case managers is accurate and timely. This includes, but is not restricted to all reporting requirements, client files, LAC, statistics and work analysis. • To oversee and manage the implementation of complex funding packages. • In conjunction with Senior Manager be responsible for petty cash and other team finances.
Program monitoring, development and quality improvement	<ul style="list-style-type: none"> • In conjunction with management, develop, maintain and review appropriate service manuals, policy guidelines and performance indicators as needed in TCP and LT. • 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
Direct Service Delivery	<ul style="list-style-type: none"> • With management, be responsible for the recruitment, assessment, induction and review of volunteer caregivers.
Other	<ul style="list-style-type: none"> • Other duties as required

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 in unstructured environments (e.g. outreach).	Regular
	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
	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