

	Position Title: Case Manager	Team: Integrated Family Services and Adolescent Support Programs		Region: Northern Office: Eaglemont
	Supervisor: Team Leader – Integrated Family Services and Adolescent Support Programs	Delegations and Authorities: In Line with Delegations Policy	Band: A Rem: SCHCADS Lv 5	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 Northern Family Services program provides an outreach case management and support service to vulnerable children and families predominantly in the municipalities of Banyule, Nillumbik, Yarra, Darebin and Whittlesea. Integrated Family Services works within a partnership with the North East Metropolitan Alliance (NEMA) and The Orange Door. The NEMA Alliance supports the partnership of the nine partner agencies who provide Integrated Families services and manages the operation of the centralised intake body, The Orange Door, which enables improved access for families to link to available support services.</p> <p>The Northern Adolescent Support Program aims to provide a responsive and flexible outreach service that addresses the needs of young people aged 12 – 17 who are in immediate crisis or at risk of harm, and to provide ongoing support where necessary. Our aim is to assist young people to gain stability in relation to the management of their personal circumstances and provide them with ongoing support as they establish themselves in an appropriate living situation where necessary. A range of strategies may be used by Adolescent Support to achieve the identified outcomes including provision of information to clients and families, case management, referral, community development and group work.</p> <p>The Case Manager position is across both the Integrated Family Services (IFS) and Adolescent Support Program (ASP) teams and would hold one to two ASP cases together with an IFS caseload.</p>
OUR VALUES	PRIMARY OBJECTIVES OF THE ROLE
<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>	<p>The primary objectives and responsibilities of the role are to:</p> <ul style="list-style-type: none"> • Hold a caseload and provide case management intervention to children, young people and their families to provide preventative and secondary level support and intervention. • Assist families to strengthen their parenting capacity to build their child’s safety, stability and development. • Advocate and support families to access services and resources. • Establish clear goals with families using a family centred, strength based approach. • Providing a responsive and flexible service that addresses the needs of young people who are in crisis and assessed as requiring ongoing support.
	REPORTING RELATIONSHIPS
	<p>This role is based at our Eaglemont Office.</p> <p>This role reports to the Team Leader – Integrated Family Services and Adolescent Support Programs 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 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 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.
- Demonstrated ability to actively engage and connect with families, young people and children in the delivery of family services programs, including those that may be unwilling to receive services.
- Demonstrated ability to actively engage and connect young people in the flexible delivery of youth services.
- Demonstrated understanding of child and adolescent development, factors that may impact on a child's development and frameworks to engage children, young people and their families.
- Knowledge of current approaches for working with highly vulnerable children, young people and their families, including strengths-based approaches.
- Demonstrated experience with a range of family intervention models including crisis response, group work and mediation and the ability to undertake holistic assessments of children and young people within families.
- Ability to maintain records compliant with legislation and standards and data systems for reporting and informing planning.
- Demonstrated ability to establish and maintain positive and productive working arrangements with internal and external individuals, organisations and groups.

QUALIFICATIONS AND OTHER REQUIREMENTS

- A tertiary qualification in Social Work, Welfare 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

- Previous experience working with children, youth and families.
- Group work experience.

KEY ACCOUNTABILITIES AND RESPONSIBILITIES

ACCOUNTABILITY	SPECIFIC RESPONSIBILITIES
Direct Service Delivery	<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 in line with the DHHS Best Interests Framework. • To utilise a client centred, strengths-based approach to engage with young people, children and families. • To provide high quality ongoing assessment and case management services to clients referred to the service. • To provide a generally outreach based service that uses a range of intervention strategies informed by Family Service principles. • To have an increased focus on achieving culturally sensitive practice approaches for CALD children young people and families. • To participate in all North-East Metro Alliance and The Orange Door professional development training and other meeting and or training as required. • To provide a service that uses a range of intervention strategies informed by youth work principles which includes case work and group work. • Ensuring access is available to young people based on need regardless of gender, disability or cultural background • Assisting young people to gain stability in relation to the management of their personal circumstances and living situation • Facilitating access to services and information generally available to young people in the community, particularly specialist services including access to personal counselling, sexual assault, alcohol and drug and legal advice • To strengthen young people’s connectedness to their family, school, local and wider communities. • To support young people in increasing their awareness of the relationships that are currently sustaining them and to foster the emergence of new relationships in which they can be supported in their growth to maturity.
Administration	<ul style="list-style-type: none"> • Undertake organisational processes to ensure that all administration and documentation requirements are initiated and completed in a professional and timely manner. • Duties include telephone and face to face contacts, IRIS data entry and case closure summaries.
Program Development	<ul style="list-style-type: none"> • To participate in case planning, review and case closure processes for clients of the service. • To develop positive links with key service providers and referring agencies including child protection. • Contribute to group work programs. • To assist the service to increase its accessibility to CALD and Aboriginal and Torres Strait Island community.
Other	<ul style="list-style-type: none"> • Act in accordance with the Code of Conduct. • Comply with organisational quality assurance processes, policy, legal requirements and professional practice standards. • Represent the service at relevant forums and other activities as negotiated with the Team Leader. • Attend and participate in staff meetings. • Attend and participate in regular supervision according to Berry Street Supervision Standards and requirements. • Attend and participate in staff meetings. • Assist with other tasks that support the delivery of service and the team. • Provide reports as required by the Team Leader/Senior Manager. • 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 on-call after hours.	Occasional
	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