

	Position Title: Targeted Care Packages Key Worker	Team: Complex Client Services		Region: South Eastern Office: Noble Park
	Supervisor: Targeted Care Packages Coordinator	Delegations and Authorities: In Line with Delegations Policy	Band: A Salary: SCHCADS Level 5	Date: January 2020

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>Targeted Care Packages (TCP) enables children and young people from Residential Care and Home Based Care to transition into care arrangements where their needs will be met. Alternative placements could include with parents, family or friends, a foster carer, independent or semi-independent living or other form of care.</p> <p>The aim of Targeted Care Packages is first and foremost to achieve better outcomes for children and young people in out-of-home care. To that end, the best interests of children and young people will guide all decision-making when considering care and support options to ensure an individually tailored response.</p> <p>Through coordinated case management and intensive support for young people aged 0-19 years who are on statutory orders with or who have come in contact with the Department of Human Services, a number of interventions & support services are wrapped around to enable the young person to experience a sense of belonging, support to achieve and thrive with hope for their future.</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 of the TCP Key Worker are to:</p> <ul style="list-style-type: none"> Engage with young people, their Care Teams, families, communities and others towards building a sustainable and secure placement for the young person. Assist in the development, monitoring and review of plans and support an effective transition from Residential Care to a care placement in a Kinship, Foster Care setting or Independent Living/ Lead Tenant. Consistently with the child and young person's best interest, the role will provide the overarching case management, aimed at minimising the protective concerns and maximising personal development in accordance with case planning and the Children's Court directions. Develop individual care plans which specify objectives of interventions, anticipated timelines, and tasks and responsibilities necessary for their achievement. Liaise with relevant services and advocate on behalf of children & young people to ensure access to resources where necessary.
	REPORTING RELATIONSHIPS
	<p>This role is based at our Noble Park Office.</p> <p>This role reports to the Targeted Care Packages Coordinator 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 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

- Knowledge and demonstrated experience in delivering innovative and effective approaches for young people from 0 – 19 years old with complex needs.
- Knowledge of the Children, Youth and Families Act (2005) and Protection and Care’s Best Interest planning principles and procedures.
- 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 chronological, emotional and behavioural development.
- Demonstrated ability to achieve positive outcomes for young people through a strengths-based, outcomes-focussed case management approach.
- The capacity to advocate, engage and negotiate with relevant stakeholders, including family and government and community sector representatives, where appropriate, building respectful, positive relationships.
- 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 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.

QUALIFICATIONS AND OTHER REQUIREMENTS

- A Bachelor’s qualification in Youth Work, Social Work, Community Services or other related field.
- 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

- Experience working with young people on Statutory Orders.
- Previous experience working with people from different cultural backgrounds.
- Experience working in the Leaving Care space.

KEY ACCOUNTABILITIES AND RESPONSIBILITIES

ACCOUNTABILITY	SPECIFIC RESPONSIBILITIES
Direct Service Delivery	<ul style="list-style-type: none"> • Provide individual support through a direct casework service 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 children & young people to ensure access to resources where necessary in accordance with the young person's Targeted Care Package. • Develop ways of engaging 'at risk' young people who may not have responded to traditional intervention. • Support the young person to maintain important links with their family of origin, friendship networks and the local community. • To be responsible for the communication of all relevant information about the young person to other professional staff that support them and their carer/s (Case Manager, DHHS, school and other support services).
Administration	<ul style="list-style-type: none"> • Develop, in conjunction with clients, referring DHHS worker, Program Team Leader, and Senior Manager and others as appropriate, individual case plans which specify objectives of intervention, anticipated timelines, and tasks and responsibilities necessary for their achievement. • Provide ongoing assessment of Targeted Care Packages and recommendations to line management. • Negotiate with DHHS and other service providers to ensure co-ordinated and co-operative service delivery. • Maintain adequate case records, and prepare all reports and documents as required by DHHS, Berry Street, Children's Court or other relevant person or service. • Prepare Critical Incident Reports for DHHS as required.
Other	<ul style="list-style-type: none"> • To attend all relevant organisational meetings. • To 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 of Health & Human Services policies. • Be prepared to manage a specialist 'portfolio' (e.g. Coordinate support workers) as required. • Be prepared to work in similar positions within the Complex Client Services programs where required and appropriate. • 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.	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.	Regular