

# Community Living Association Inc

## Brisbane Emergency Response Outreach Service (BEROS)

### Senior Case Manager (Outreach Worker)

### Role Description

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#### Purpose of Position:

To provide Senior Outreach case management/case work support to young people (12-18years) in the care of Moreton Region child safety (Brisbane and lower North Coast districts) who are self-placing, sleeping rough and/or couch surfing and accessing BEROS support services.

The role of the senior outreach worker is to provide direct daily support to the BEROS team in their allocated district, as well as completing the usual case management responsibilities.

#### Tasks include:

- Providing direct day to day support to case managers and overnight support workers within their allocated district and completing some management tasks as outlined below
- Providing outreach case management/case work support to young people in the care of child safety (12-18years) who are self-placing and accessing BEROS support services

#### Responsibilities:

- Coordination of the BEROS team within their allocated district which may include:
  - o Direct support to case managers day to day (problem solving, case planning support and debriefing)
  - o Daily tasks such as management of data (CTARS/excel), night emails to BEROS STH and overnight workers
  - o Networking and advocacy within their allocated district
  - o Identifying areas in which the team would benefit from further and ongoing professional development and working with BEROS Team Leader to address
  - o Admin tasks such as:
    - Timesheets for overnight workers on a fortnightly basis
    - Rostering for overnight workers on a 6 weekly basis
    - Coordination of district team meetings including time setting and agenda
    - Coordination and co-facilitation of group supervision for overnight workers 5 weekly

#### Case Management Support may include:

- o Liaising with BEROS street to home & overnight support team/child safety service centres and other significant stakeholders to ensure safety and well-being of young person/s
- o Meaningful engagement with young person/s
- o Harm minimisation/safety planning/supporting young person to de-escalate
- o Outreach to residential placements or addresses/spaces young person/s may be self-placing/living
- o Administration: case notes, critical incident reports and data entry + contributing to house/office space cleaning
- o Advocacy alongside/on behalf of young person for access to resources
- o Attendance to stakeholder, family group and high intensity care team meetings

Senior Case Managers are required to:

- Be available for weekly team meetings
- Be available for whole of service monthly team meetings
- Be available for 6 weekly district team meetings
- Be available formal supervision with BEROS Team Leader and day to day debriefing and support when required
- Be available for regular and ongoing professional development
- Be available for ongoing networking opportunities within the sector: attending interagency meetings both NGO and government
- Be part of an on call roster to provide support to the overnight teams
- Work as part of the BEROS team (under the CLA principles and policies)
- Follow directives given by BEROS team leader

Accountability:

- To the BEROS team leader- Chloe Warrell 0447 385 199
- The position does not include line management responsibility to other workers within the BEROS team. Line management and supervision responsibility remains with BEROS team leader for all workers employed by CLA (BEROS)

Contract:

- June 2021 with possible extension

**Application closes 18<sup>th</sup> September 2020 5pm**

***Please note this position will be located in the Sunshine Coast Region with flexibility required to travel in greater Brisbane region.***

## Selection Criteria: Brisbane Emergency Response Outreach Service (BEROS) Senior Case Manager (Outreach Worker)

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**The successful candidate will have a demonstrated ability and/or capacity to perform the tasks outlined in the selection criteria listed. Please note – it is essential to write ½ (at least) – 1 page responses for each selection criteria (with the exception of SC8).**

**SC1** – Highly developed skills in proactive communication and relationship building with young people

**SC2** - Demonstrated knowledge and understanding of trauma and attachment and how this impacts the development of children and young people, especially those in the Child Protection system.

**SC3** – Demonstrated ability to work across systems including community sector and government agencies (especially the Child Protection system)

**SC4** – Demonstrated skills to work with diverse communities including ABTSI, CALD and LGBTIQAP+ young people, families, services, and communities.

**SC5**- Demonstrated ability to respond to crisis and escalated behaviours displayed by young people in times of stress

**SC6** - Ability to reflect on work, participate effectively as a member of a team and contribute to further development of the service.

**SC7** – Demonstrated ability to undertake more senior role responsibilities such as rostering, timesheets, facilitating team meetings and supervising staff.

**SC8** - Current drivers licence and access to private vehicle for work purposes.

**The successful applicant's appointment will be subject to the 'working with children check'.**

**SACS Award Level 5.1**

**Applications in writing (not hand written) to:- [reception@communityliving.org.au](mailto:reception@communityliving.org.au)**

**Applications close 18/9/20 COB**

**Please note this position will be located in the Sunshine Coast area and will require flexibility to travel broader Brisbane region.**

# Community Living Association

## POLICY AND PROCEDURES

### Trauma, Vicarious Trauma, Burnout and Self-Care

#### **PREAMBLE**

Work in community services and at CLA can be stressful and tiring as well as fulfilling and rewarding. The work at CLA can also involve working with people who have experienced trauma and may be experiencing trauma on a continuing basis. Work at CLA can also at times include involvement in situations where workers (paid staff) and volunteers may feel personally threatened. This happens rarely but can happen.

CLA identifies these potential not as a way of deterring people from working in the organisation but as a reality which people should be prepared for.

We encourage prospective workers, including students at CLA to reflect on their personal history of trauma and whether a) this might prevent them applying for a job at CLA or b) whether it is something they consider in their self-care plans. Prospective workers are encouraged to reflect on how they will plan for an appropriate work/life balance, monitor their sleep and self-care plans; if you are successful in being offered a position at CLA we will support you to reflect on these matters.

#### **POLICY**

CLA recognises the potential for burnout, vicarious trauma and trauma impacts of this work and will work with its workers to maintain appropriate self-care.

#### **PROCEDURE**

- Applicants for work at CLA will receive a copy of this policy and procedure as part of the Application Pack – included in Recruitment Checklist.
- Interview processes will include questions related to potential for exposure to vicarious trauma and trauma.
- This policy will be included in Induction Checklist.
- Supervision will include checking with workers on self-care plans and strategies. This will be written into every supervision agreement. (See Supervision Agreement)
- Workers are encouraged to consult resource material on burnout/vicarious trauma and trauma/self-care and sleep hygiene. (See Related Documents)
- Team Leaders and workers are reminded that if there are concerns about worker safety then safety plans need to be established. (See Section 4.3 Outreach Worker Safety Policy)
- It is not an expression of personal failure for workers to experience fatigue, apprehension or distress. It can be a natural reaction to stresses on the job. We encourage workers to be open about these feelings with their supervisor.
- Where workers are experiencing negative impact due to the work, team leaders will engage with them around remedial actions. These may include: self-care plans, safety plans, counselling, critical incident responses, disengagement from certain situations.