


	<b>Position Title:</b> Senior Manager – Home Based Care	<b>Team:</b> Home Based Care	  
	<b>Band:</b> E	<b>Salary:</b> Senior Manager	<b>Date:</b> July 2021

OUR VISION AND PURPOSE	ROLE CONTEXT
<p><b>We believe children, young people and families should be safe, thriving and hopeful.</b></p> <p><b>Our Vision for 2022: Together we will courageously change lives and reimagine service systems.</b></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><b>We look forward to working with children, young people, families, carers, staff and partners to achieve this vision. Together.</b></p>	<p>This new role will oversee all services provided across the newly merged region (formerly Gippsland &amp; South Eastern Regions) for the Home Based Care program.</p> <p>The Home Based Care program provides home based care placements and case management to children and young people between the ages birth and 17 years who are at risk in the community. The program supports a large number of home-based care placements across general, intensive and complex categories and foster care households across South East Victoria.</p> <p>This role forms part of the senior leadership across the newly merged region and works collaboratively within a senior management team covering programs and services in Residential Care, Multisystemic Therapy (MST), ICMS/ASP, Child Youth and Families and Administration.</p>
OUR VALUES	PRIMARY OBJECTIVES OF THE ROLE
<p><b>We expect all staff to apply these Values in all aspects of their work.</b></p> <p><b>Courage:</b> to never give up, maintain hope and advocate for a ‘fair go’.</p> <p><b>Integrity:</b> to be true to our word.</p> <p><b>Respect:</b> to acknowledge each person’s culture, traditions, identity, rights, needs and aspirations.</p> <p><b>Accountability:</b> 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><b>Working Together:</b> to work with our clients, each other and our colleagues to share knowledge, ideas, resources and skills.</p>	<p>The position oversees the delivery of statutory services in the merged region and is part of the Senior Leadership Team. Specifically, the Senior Manager will:</p> <ul style="list-style-type: none"> <li>• Ensure maintenance of appropriate client intake processes, maintenance of a high standard of case management practice, implementation of systems to review case practice and staff performance.</li> <li>• Ensuring programs are developed and maintained within the context of the Human Service Standards and program requirements, maintenance of data, regular liaison with key DFFH personnel and strategic planning with the senior leadership team.</li> <li>• Ensure the program is further developed within the context of regional needs by monitoring demand for service, liaison with key stakeholders, identification of areas for program innovation and ensuring that relevant data is collected and analysed.</li> </ul>
	REPORTING RELATIONSHIPS
	<p>This role is based at either the Noble Park (on bordering Wurundjeri and Boonwurrung Country) or Morwell (Gunaikurnai Country) office and will require significant travel between both sites i.e 30 % in the office furthest from your base.</p> <p>This role reports to the Assistant Director – Out of Home Care who will provide supervision and review. This role has four Team Leader direct reports.</p>

EXPECTATIONS	
<ul style="list-style-type: none"> <li>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.</li> <li>Berry Street is committed to service delivery that prioritises 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.</li> <li>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.</li> </ul>	
KEY SELECTION CRITERIA: KNOWLEDGE, SKILLS AND ABILITIES REQUIRED TO FULFIL THE ROLE	
<ul style="list-style-type: none"> <li>Demonstrated management and leadership skills, including the ability to build a skilled, resilient and dynamic team environment. Ability to assist others to perform well and to be creative, innovative and resourceful in managing day to day operations and programmatic needs.</li> <li>Provide effective case practice through the provision of quality supervision and systems to ensure focus on the clients' needs, attention to staff development, practice improvement and program enhancement.</li> <li>Familiarity with relevant legislation, guidelines and regulations and the current political environment and its impact on the community sector.</li> <li>Demonstrated skills and experience relevant to working with statutory clients, including managing risk and placement issues.</li> <li>Demonstrated ability to monitor compliance against a range of standards and assess and implement work processes where appropriate.</li> <li>Manage budgets, project expenses and ensure accountability for financial decisions.</li> <li>Demonstrated ability to build and maintain positive and respectful relationships with relevant government and community sector organisations at both case work and program development levels.</li> <li>Demonstrated understanding of and commitment to the principles of equity, diversity, continual improvement, risk management and occupational health and safety.</li> <li>Exceptional verbal and written communication skills which effectively convey information and messages to a wide audience with sophisticated language to create government submissions, performance reports and client related documents.</li> <li>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.</li> <li>Demonstrated ability to work cooperatively within a leadership team and to contribute to strategic &amp; financial planning.</li> </ul>	
QUALIFICATIONS AND OTHER REQUIREMENTS	DESIRABLE
<ul style="list-style-type: none"> <li>Tertiary qualifications in social work, welfare or other relevant tertiary qualification with demonstrated experience in working with marginalised children, young people and families.</li> <li>Minimum 3 years in management/leadership role in community services.</li> <li>Previous experience working with statutory child protection and juvenile justice orders.</li> <li>Staff must hold a valid WWCC, current drivers license at all times and undergo a Criminal Records Check prior to employment. Subsequently, staff must report any criminal charges or court appearances.</li> </ul>	<ul style="list-style-type: none"> <li>Demonstrated links with key stakeholders within the Southern Region.</li> <li>Demonstrated ability to work in a trauma informed way and familiarity with relevant theory.</li> <li>Formal qualifications in management.</li> </ul>

## KEY ACCOUNTABILITIES AND RESPONSIBILITIES

ACCOUNTABILITY	SPECIFIC RESPONSIBILITIES
<b>Staffing</b>	<ul style="list-style-type: none"> <li>• To take responsibility for the recruitment and induction of appropriate staff to provide high quality service delivery to young people and their families in the program.</li> <li>• To provide supervision to all program staff according to the Berry Street Supervision policy, monitor workloads and provide annual staff appraisals.</li> <li>• To identify and be responsible for ensuring a high level of professional development for Home Based Care staff.</li> <li>• To ensure that staff leave is planned in such a way that adequate staff coverage is maintained to continue the provision of high-quality services.</li> </ul>
<b>Program Development and Review</b>	<ul style="list-style-type: none"> <li>• In conjunction with the Assistant Director, establish service objectives annually, develop performance indicators and evaluate outcomes according to the Berry Street planning cycle.</li> <li>• In conjunction with the Assistant Director, participate in liaison with key DFFH and other personnel regarding the development, performance and review of Home Based Care.</li> <li>• To participate and represent Berry Street Home Based Care services in relevant regional and state-wide forums and contribute to policy development.</li> <li>• To take financial responsibility for Home Based Care Services (in conjunction with the Assistant Director) including participation in the development of annual budgets, monitoring and reviews of expenditure.</li> <li>• To ensure that systems are in place which monitor and analyse the program's performance within the context of funding targets and to identify issues relating to these should they arise.</li> <li>• To further develop positive and respectful working relationships with key services and fully explore opportunities to grow specific areas within Home Based Care in the interests of enhancing and diversifying client service delivery.</li> <li>• Implement, monitor and review intervention strategies with clients including recommendations of actions and plans to ensure that the best interests of the client are met at all times.</li> <li>• In conjunction with Assistant Director and broader Berry Street colleagues, participate in the development of appropriate policy guidelines and procedures, service delivery guidelines and review of existing procedures and guidelines. To positively promote the Home Based Care Programs (and other South East Victorian programs) at all times.</li> </ul>
<b>Direct Service Delivery</b>	<ul style="list-style-type: none"> <li>• To ensure a high standard of case management practice for all children and young people in Out of Home Care and ensuring the completion of individual placement plans, Looking After Children (LAC) records, monitoring and review mechanisms.</li> <li>• To ensure that volunteer caregivers receive development and training according to their needs and to ensure the provision of a high-quality service delivery in consultation with the Carer Development and Support Team.</li> <li>• To ensure that the program staff work together and share learnings.</li> <li>• To promptly identify and address issues where the delivery of service does not meet the expected standards of Berry Street.</li> </ul>

	<ul style="list-style-type: none"> <li>• To take responsibility for quality of care concerns that may arise in relation to placements.</li> <li>• Be willing to work flexible hours as determined by the demands of the position.</li> <li>• Manage recruitment, assessment, selection and training of appropriate volunteer caregivers.</li> <li>• Ensure that staff and volunteer caregivers are receiving supervision, support and development according to the Berry Street's policy.</li> <li>• To ensure that the program maintains a pool of carers, able to provide a high standard of care to children and young people.</li> <li>• To liaise with other program managers in relation to client service delivery as required.</li> <li>• To advocate for and on behalf of children and young people with DFFH and other relevant stakeholders.</li> <li>• To be an active member of various internal and external working groups to further develop the service system and implement the Berry Street strategic plan.</li> </ul>
<b>Administration</b>	<ul style="list-style-type: none"> <li>• To ensure that all practices within the program areas are in accordance with the relevant policies of Berry Street.</li> <li>• To ensure that all relevant administrative procedures are adhered to within Home Based Care.</li> <li>• To ensure that statistical data is collected, forwarded to DFFH (and others) in accordance with timelines and regularly reviewed and analysed.</li> <li>• To be responsible for the maintenance and reconciliation of client funds and local expenditure within the programs.</li> <li>• To provide the Assistant Director with a written monthly report in accordance with the policy of Berry Street.</li> <li>• To ensure that staff leave (inclusive of time in lieu) is appropriately managed and monitored according to Berry Street's Enterprise Agreement.</li> </ul>
<b>Other</b>	<ul style="list-style-type: none"> <li>• Other duties as required.</li> </ul>



Believing In Children,  
Young People, Families  
& Their Future.

## 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
<b>Work Environment</b>	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, working from home).	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
<b>People Contact</b>	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
<b>Administrative Tasks</b>	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
<b>Transport</b>	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