


 Believing In Children, Young People, Families & Their Future.	Position Title: Kinship Case Manager	Team: Kinship Care	  
	Band: A	Salary: Stream 1, Level 5	Date: March 2025

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 2026: 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 our staff, carers, partners, supporters, and government, to ensure children, young people and their families can create the future they imagine for themselves.</p>	<p>Berry Street provides Kinship Care services to children and their families in the Hume region. Kinship Care is the care provided to a child/young person or sibling group by their extended family or network when they are unable to be cared for by their biological parents.</p> <p>Berry Street's kinship care program is available to provide specific kinship information and advice to the community, Kinship assessment & family services and contracted case management services to statutory cases through Child Protection.</p> <p>This position has an outreach focus in the community with service delivery across the Shires of Moira, Murrindindi, Strathbogie, Mitchell & City of Greater Shepparton.</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>Berry Street is committed to being a child safe, child friendly and child empowering organisation. In everything we do we seek to protect children.</p>	<p>This role sits within the Kinship Care Team</p> <p>Primary objectives and responsibilities include:</p> <ul style="list-style-type: none"> • To provide case management services to statutory kinship care arrangements to ensure the long-term stability, security, safety and development needs are addressed. • To enhance and build on the available formal and informal family and community supports for children and young people living in kinship placements. • To assist families to provide the best possible care arrangement for children/young people who are unable to safely live with their birth parents • To work in accordance with the Home based care program requirements, CYFA 2005 & statutory case management requirements in partnership with child protection.
	REPORTING RELATIONSHIPS
	<p>This role is based at our Shepparton Office (Yorta Yorta Country) or our Seymour Office (Taungurung Country) in Berry Street's Hume Region.</p> <p>This role reports to the Kinship Care Team Leader 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.
- Raise all health, safety, and wellbeing issues or concerns with managers, observe all safe work procedures and instructions, and take reasonable care for their own safety and for the safety of work colleagues by always operating in a safe and appropriate manner.
- Participate in regular supervision, performance planning and review processes and probationary reviews.
- Complete mandatory training within designated timeframes.
- Berry Street is committed to service delivery that prioritises and celebrates diversity and inclusion in our staff and the children, young people and families we support. 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 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 as LGBTIQ+.

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

- Strong communication and written skills and the capacity to collaborate, negotiate and communicate with a range of professionals and individuals.
- A sound knowledge of the Children, Youth and Families Act 2005.
- An understanding of the theoretical frameworks that underpin Berry Street's approach to out of home care, in particular child development, attachment, grief and loss and trauma.
- Demonstrated understanding of the key components of statutory case management.
- An interest in kinship care and a passion for improving the support provided to kinship carers and children placed in their care.
- Well-developed engagement skills and an understanding of the issues faced by kinship carers & the children/young people in their care.
- An understanding of the inter-generational factors and complex relationships between extended family members that can impact kinship placements.
- An ability to work with children, young people and families through an attachment and trauma-based lens.
- Ability to make timely, sound decisions about interventions required, and consult for the purposes of assessment and decision-making in the best interests of the child/young person.
- Ability to establish and maintain positive and productive working arrangements with Child Protection and other key Service Providers.
- Highly organised individual with the ability to manage competing administrative tasks, home visits, phone calls & direct support to kinship carers, children & young people in placement & their family.
- An understanding of the complexity of the service system and the issues involved in providing services to statutory clients.
- Demonstrated ability to work effectively under supervision and within a collaborative team to meet accountability requirements.

QUALIFICATIONS AND OTHER REQUIREMENTS	DESIRABLE
<ul style="list-style-type: none"> • A Diploma qualification in Psychology, Social Work, Youth Work or related field is required for this role. • Staff members 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. • Positions working in unsupervised contact with young people in Out of Home care settings will be subject to Worker Carer Exclusion Scheme (WCES). Employees have a legal obligation to advise Berry Stret if they are under investigation or have been excluded prior to and during the course of their employment. 	<ul style="list-style-type: none"> • Experience in the provision of case management and case work services to young people and families in out of home care. • Bachelor qualification in Psychology, Social Work, Youth Work or related field is required for this role.

KEY ACCOUNTABILITIES AND RESPONSIBILITIES

ACCOUNTABILITY	SPECIFIC RESPONSIBILITIES
Direct Service Delivery	<ul style="list-style-type: none"> • Undertake statutory case management responsibilities for kinship care placements. • Provide case work supervision and support for children, young people and their families in accordance with the Looking After Children framework. • Establish and maintain family care teams to ensure the engagement of the child's family and extended family in decision making processes. • Work closely with the kinship carers to provide support and supervision to resolve any issues impacting on the carers capacity to meet the child's ongoing safety, stability and developmental needs. • Engage, listen to and support children and young people in kinship care placements, ensuring regular contact to monitor their well-being and obtain their input into planning & ensure decision making participation as age appropriate. • Undertake responsibility for the completion of Kinship carer review processes and kinship permanent care assessments. • Attend court & provide court reports, in collaboration with Child Protection to represent the Best Interests of the client. • Arrange, facilitate and supervise family contact arrangements as required. • Identify, negotiate, advocate for and coordinate services & funding to meet the child and young person's needs & support of the kinship carer. • Assist in the facilitation of kinship care support groups as required. • To participate in relevant organisational related meetings and professional development opportunities as required.
Administration and Reporting	<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. • Maintain up to date client and care-giver files in accordance with Berry Street's Records Management procedure and policies. • Develop, review and complete case plans, court reports, quarterly reports and other relevant DFFH statutory reporting requirements to ensure a high standard of client care. • Use the appropriate tools, including electronic and web enabled client, care giver and case management information systems to capture critical client information. • Maintain up to date files in accordance with Berry Street's Records Management procedure and Berry Street policies. • Ensure all administration and documentation requirements are completed in a professional and timely manner.
Community, Education & Development	<ul style="list-style-type: none"> • Participate in the development of program guidelines and evaluations processes for the Home-Based Care Program
Other	<ul style="list-style-type: none"> • Act in accordance with the Code of Conduct • To keep abreast of relevant theoretical, legislative and policy documents • Attend and participate in regular staff meetings • Attend and participate in regular supervision in accordance with Berry Streets Supervision Policy • Provide reports to the Kinship Care Team Leader as required or requested

	<ul style="list-style-type: none">• Conduct other duties within the Kinship Care program as required.
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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
Client Facing and Service Delivery	Work with clients who may have a physical, psychiatric, or sensory disability.	Daily
	Interact with clients and members of the public who may display the full range of emotional expressions, including parents, partners, significant others, family members, advocates, doctors, police.	Daily
	Work with complex clients which may expose you either directly or vicariously to emotionally challenging concepts such as self-harm, trauma, illegal activity and/or violence.	Daily
	Drive vehicles with possible distractions from client behaviour, verbal or physical.	Regular
	Work in a client's home or their family home alone and/or with others.	Daily
	Represent, advocate, and cooperate with legal processes which may include attendance to court.	Regular
Work Environment	Manage demanding and changing workloads and competing priorities.	Daily
	Work in a team environment	Daily
	Work in different geographic locations.	Daily
	Be exposed to all outdoor weather conditions.	Regular
	Work via computer from home as required.	Occasional
	Work office hours with the possibility of extended hours. Flexible arrangements by agreement.	Regular
	Work rostered hours with the possibility of overtime.	Regular
	Work on-call after hours.	Not Applicable
	Work in an open plan office with no assigned desk.	Daily
	Work in buildings which may require the use of stairs or elevators.	Daily
	Sit at a computer or in meetings/meeting rooms via video conference facilities or in person for extended periods.	Daily
	Work in a client's home or their family home alone and/or with others.	Daily
	Work in educational or community facilities.	Regular
	Drive vehicles possibly over long distances and in all traffic and weather conditions.	Daily

	Undertake training and professional development activities both internal and external to the organisation.	Regular
Administrative Tasks	Undertake administrative tasks which may include the following: computer work, filing, data entry, writing reports, case notes/plans and client records. Manage resources and budgets. Research and analyse information and data.	Daily
	Use technology including computers, photocopiers, telephones including mobiles, projectors, televisions, video conference facilities and electronic whiteboards.	Daily