
	Position Title: Senior Case Manager, Foster Care	Team: Home Based Care	
	Band: A	Salary: Stream 1, Level 6	Date: May 2026

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 Western provides case management services in the Central Highlands and Western District Areas within the West Division of the Department of Health & Human Services.</p> <p>The program provides a range of case management services for children and young people who are unable to live with their own families. Most children and young people are placed in out of home care following child protection intervention. The program is made up of Kinship and Foster Care. This role provides a professional case management service to children on statutory orders in care placements while providing support and assistance to carers to provide the best possible care to children living in care.</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>The primary objectives of the role are:</p> <ul style="list-style-type: none"> • To provide case management on behalf of DFFH Child Protection to children in foster care placements. • To assist foster carers care for children unable to live with their birth parents or family. • To assist with the establishment, monitoring and support of foster care placements arranged for the most vulnerable children because of child protection involvement. • To provide case management services to statutory foster care placements. • To provide support and practice guidance to case managers within the foster care program, as well as other program areas where and when required.
	REPORTING RELATIONSHIPS
	<p>This role is based at the Berry Street Ballarat Office, Mt Helen, in the Western Region. on Wadawurrung Country.</p> <p>This role is a part of the broader Home-Based Care Team which includes kinship care. The</p>

foster care case manager role reports to directly to Team Leader – Foster Care who will provide supervision and review.

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

- Demonstrated ability to flexibly manage competing priorities, monitoring workloads and practising and promoting self-care strategies.
- Excellent written and oral communication skills (including public speaking, presentations, and facilitation skills).
- Strong understanding of the issues for children coming into care and their families and of the statutory Child Protection system.
- Demonstrated ability to case manage complex needs and issues for clients, families, and an ability to advocate for client needs and best interests.
- Knowledge and experience of current theoretical approaches & frameworks for working with highly vulnerable children, young people, and their families, including strengths-based approaches.
- A strong capacity to engage and work flexibly and creatively with families in a non-judgmental approach.
- Awareness of the issues related to working in cross cultural human services with knowledge of the issues facing culturally and linguistically diverse communities.
- Understanding of issues related to working with volunteers.

QUALIFICATIONS AND OTHER REQUIREMENTS**DESIRABLE**

- A Bachelor's degree qualification in Social Work, Youth Work, Welfare, Community Services, or a related discipline; or a Diploma qualification with 3+ years' relevant experience.
- 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.

- Previous experience in Case Management within Child, Youth and Family Services.
- Knowledge and understanding of the current Children, Youth and Family Act.

KEY ACCOUNTABILITIES AND RESPONSIBILITIES

ACCOUNTABILITY	SPECIFIC RESPONSIBILITIES
Direct Service Delivery	<ul style="list-style-type: none">• To provide complex casework management services for children, young people and their families as required including regular contact and visits.• Establish Care Teams where appropriate.• Communicate all relevant information to others as required, including the Department of Family Fairness and Housing (DFFH).• To keep abreast of relevant theoretical legislative and policy documents.• To participate in case allocation, case planning, review and case closure processes for clients of the service.• To participate in the continued evaluation and refining of the program’s model, case allocation, case work procedures and the linkages to home based care.• Sound knowledge of relevant legislation.• Participate in a “duty system” during business hours.• To regularly review children’s care plans in corporation with the care team. Communicate all relevant information to others as required, including the Department of Family Fairness and Housing (DFFH).• To keep abreast of relevant theoretical legislative and policy documents.• To participate in case allocation, case planning, review and case closure processes for clients of the service.• Ensure young people have a voice in decisions relating to them.• To assess the children’s needs, monitor their progress and provide support and advocacy as needed.• Provide individual support through a direct casework service aimed at minimising the protective concerns and maximizing personal development through a range of intervention techniques.• Develop ways of engaging the young people who may not have responded to traditional intervention.

	<ul style="list-style-type: none">• In conjunction with young people, their families, DFFH, line management and other professionals as appropriate develop individual case plans that outline goals and specify interventions, timelines and tasks and responsibilities to reach their goals.• Practice culturally sensitive practice and participate in development of Cultural Support Plans.• Liaise with relevant services and advocate on behalf of the young people to ensure access to resources and facilities where necessary in relation to children and young people in foster care.• Recruit, assess and support volunteer carers capable of providing intensive support to children and young people presenting with complex issues.• To assist in the provision of specialised training and support programs to caregivers that will enable them to acquire skills needed in the care of abused children.• To establish and maintain placements and provide leaving care support to children and young people in the out of home care program.• To provide supervision and support to volunteer home-based care families and to participate in program caregiver assessment and review processes.• To be involved in recruitment, assessment and at times training of volunteer carers.• To establish and maintain placements with the support and consultation from a therapeutic specialist when appropriate in relation to children living with their families• To utilise a child-centred family-focussed approach to engage parents and work towards building their capacity to provide for the safety and development of their children.• To offer support and supervision to parents and if needed linking them to specialised training and support programs that will enable them to acquire skills needed in the care of children presenting complex behaviours.
Administration	<ul style="list-style-type: none">• Work within a team structure that promotes a high standard of care and ethical response to children and young people living in foster care or residential care.• Attend and participate in HBC staff meetings.• Attend and participate in regular supervision according to Berry Street Supervision Standards and requirements.• Provide reports as required and requested.• Managing brokerage for clients and applying for funding for placement support.• To manage and maintain a case load of clients with intensive and complex needs.

Program Development	<ul style="list-style-type: none">• To provide casework supervision and support services for children, young people and their families as required.• To participate in program caregiver assessment and review processes.• To assist the Recruitment, Training and Assessment workers in the recruitment, assessment and training of volunteer home-based care families.• To keep abreast of relevant theoretical legislative and policy documents.
Other	<ul style="list-style-type: none">• Other duties as required.

INHERENT REQUIREMENTS OF

Following is a table that outlines the main position.

WORK ACTIVITIES / ENVIRONMENT

physical and psychological requirements of the

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.	Daily
	Work in a client's home or their family home alone and/or with others.	Occasional
	Represent, advocate and cooperate with legal processes which may include attendance to court.	Occasional
Work Environment	Manage demanding and changing workloads and competing priorities.	Daily
	Work in different geographic locations.	Occasional
	Be exposed to all outdoor weather conditions.	Regular
	Work via computer from home as required.	Regular
	Work office hours with the possibility of extended hours. Flexible arrangements by agreement.	Regular
	Work rostered hours with the possibility of overtime.	Occasional
	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.	Occasional
	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.	Occasional
	Drive vehicles possibly over long distances and in all traffic and weather conditions.	Occasional
Undertake training and professional development activities both internal and external to the organisation.	Occasional	
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, fax, projectors, televisions, video conference facilities and electronic whiteboards.	Daily
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