


	Position Title: Case Manager, Foster Care	Team: Home Based Care	  
	Band: A	Salary: Stream 1, Level 5	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 provides Home Based Care (HBC) services in the Western Region of the Department of Human Services.</p> <p>The program provides Complex, Intensive and General Home Based Care 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. A small number are in care on a voluntary basis, voluntary and statutory placements can be of a short or long term nature.</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 Foster Care Case Manager is a collaborative role that works to establish and maintain placements for children and young people entering Foster Care. The primary functions of the role are:</p> <ul style="list-style-type: none"> • To work alongside DFFH Child Protection in line with the Child Youth and Families Act 2005, in ensuring children and young people are safe and cared for appropriately. • To support and supervise volunteer foster carers who provide care to children and young people in their home. • To be the key contact and professional support for the child or young person in care. • To assist in liaising with the DFFH Placement Coordination Unit to identify and commence placements for children and young people entering the program. <p>The Case Manager provides a trauma informed, family sensitive and child focused casework service to the children and young people in the program. They support the child to maintain contact with family, engage in education programs, and to gain and maintain good health.</p>

They also liaise with relevant services and advocate on behalf of children and young people to ensure access to resources and support as necessary.

REPORTING RELATIONSHIPS

This role is based at the Berry Street Ballarat Office, Mt Helen, in the Western Region. on Wadawurrung Country.

This role is a part of the broader Home-Based Care Team which includes kinship care. The 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
<ul style="list-style-type: none"> • Bachelor's degree qualification in Social Work, Youth Work, Welfare, Community Services, or a related discipline; or a Diploma qualification with minimum of 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. 	<ul style="list-style-type: none"> • 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
<p>Direct Service Delivery</p>	<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. • To manage and maintain a complex caseload of clients. • 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. • Establish Care Teams where appropriate. • 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. • To participate in program caregiver assessment and review processes. • Undertake holistic assessments of children and young people with complex needs to develop a clear understanding of the child's placement and therapy needs. • Communicate all relevant information to others as required, including the Department of Families 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.

	<ul style="list-style-type: none"> • 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.
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. • Attend and participate in Home Based Care staff meetings. • Attend and participate in regular supervision according to Berry Street Supervision Standards and requirements. • Provide reports to the Team Leader Home Based Care and Manager Child and Family Services as required and requested. • Managing brokerage for clients and applying for funding for placement support.
Program Development	<ul style="list-style-type: none"> • To establish and maintain placements and provide leaving care support to children and young people in the out of home care program. • To provide casework supervision and support services for children, young people and their families as required. • To provide supervision and support to volunteer home-based care families. • 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"> • Abide by the Berry Street Code of Conduct. • 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
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.	Regular
	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.	Regular
	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.	Occasional
	Work rostered hours with the possibility of overtime.	Occasional
	Work on-call after hours.	Regular
	Work in an open plan office with no assigned desk.	Regular
	Work in buildings which may require the use of stairs or elevators.	Regular
	Sit at a computer or in meetings/meeting rooms via video conference facilities or in person for extended periods.	Daily
	Work in educational or community facilities.	Occasional
	Drive vehicles possibly over long distances and in all traffic and weather conditions.	Regular
	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, projectors, televisions, video conference facilities and electronic whiteboards.	Daily