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|  | <b>Position Title:</b> Case Manager | <b>Team:</b> Foster Care         |    |
|                                                                                  | <b>Band:</b> A                      | <b>Salary:</b> Stream 1, Level 5 | <b>Date:</b> July 2025                                                                                                                                                                                                                                   |

| OUR VISION AND PURPOSE                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            | ROLE CONTEXT                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
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| <p><b>We believe children, young people and families should be safe, thriving and hopeful.</b></p> <p><b>Our Vision for 2026: 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 our staff, carers, partners, supporters and government, to ensure children, young people and their families can create the future they imagine for themselves.</b></p> | <p>Berry Street Yooralla provides a foster care service for children and young people who are at risk or who have experienced the trauma of family violence, child abuse or neglect or who are unable to reside at home with their birth families and require a foster care placement. Berry Street Yooralla provides foster carers who provide a safe and nurturing environment for children and young people in care.</p> <p>As a part of our foster care service Berry Street Yooralla provides a therapeutic foster care model providing enhanced carer support and services for children &amp; young people with increased complexities and/or behaviour challenges who require specialised support within a foster care setting. The model includes the additional support of a therapeutic specialist, increased minimum financial supports for carers and additional specialised training for carers providing therapeutic placements.</p> <p>The Foster Care program provides services in the Hume Region in the City of Greater Shepparton and the Shires of Moira, Strathbogie, Murrindindi and Mitchell.</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>Berry Street Yooralla is committed to being a child safe, child friendly and child empowering organisation. <b>In everything we do we seek to protect children.</b></p>                                                                                                                                                                                                           | <p>The foster care case manager role is a collaborative role that works to establish and maintain foster care placements for children and young people requiring care &amp; their foster carers.</p> <p>The primary objectives and responsibilities include:</p> <ul style="list-style-type: none"> <li>• Support and supervision of volunteer foster carers who provide placement to children &amp; young people in their home.</li> <li>• To act as the key contact and co-ordinate the child/young persons day to day needs whilst in placement in accordance with the Looking after Children Framework, Home Based Care program requirements, CYFA 2005 &amp; Best interests principles.</li> <li>• Work in collaboration with the DFFH placement Coordination Unit to identify and commence placements for children and young people entering care.</li> <li>• Identify, establish &amp; support therapeutic foster care placements.</li> <li>• Provide enhanced support to therapeutic foster care placements in collaboration with the therapeutic specialist with a focus on healing from trauma, restoring developmental trajectories and reducing placement</li> </ul> |

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|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       | <p>This role is based at our Shepparton office (Yorta Yorta Country) in Berry Street's Hume Region.</p> <p>This role reports to the Team leader, foster care who will provide supervision and review.</p> |
| <b>EXPECTATIONS</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |                                                                                                                                                                                                           |
| <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.</li> <li>• 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.</li> <li>• Participate in regular supervision, performance planning and review processes and probationary reviews.</li> <li>• Complete mandatory training within designated timeframes.</li> <li>• 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.</li> <li>• 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+.</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |                                                                                                                                                                                                           |
| <b>KEY SELECTION CRITERIA: KNOWLEDGE, SKILLS AND ABILITIES REQUIRED TO FULFIL THE ROLE</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |                                                                                                                                                                                                           |
| <ul style="list-style-type: none"> <li>• Demonstrated ability to flexibly manage competing priorities and stressful situations, monitoring own stress levels and practising and promoting self-care strategies.</li> <li>• Demonstrated knowledge of the CYFA 2205.</li> <li>• Knowledge of the theoretical frameworks that underpin Berry Street's approach to out of home care, in particular child development, therapeutic care, attachment, trauma, grief and loss.</li> <li>• Demonstrated capacity to provide statutory case management services that integrates a network of tailored supports aligning with individual needs and case plans.</li> <li>• Demonstrated ability to hold the lead responsibility for care planning, including the utilisation of the LAC framework and processes for managing the day-to-day care of a child using a collaborative care team approach.</li> <li>• An understanding of the complexity of the service system and the issues involved in providing services to statutory clients.</li> <li>• To provide effective and targeted foster care placements and support to children referred to the program, as well as their families.</li> <li>• Well-developed written and oral communication skills including the ability to manage risk assessments and safety planning including the writing of case notes, incident reports etc.</li> <li>• Previous experience or exposure to working with volunteers and supporting them to provide a safe and caring home environment for children and young people placed in foster care.</li> <li>• Demonstrated willingness to support activities and initiatives to ensure the effective recruitment and retention of Foster carers.</li> <li>• Maintain strong partnerships with key stakeholders, ensuring ongoing engagement to meet the child/young person's best interests.</li> </ul> |                                                                                                                                                                                                           |

- Participate in a Community of Practise as appropriate to support the delivery of a high-quality foster care service.

| QUALIFICATIONS AND OTHER REQUIREMENTS                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          | DESIRABLE                                                                                                                                                   |
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| <ul style="list-style-type: none"> <li>• A Bachelor or diploma level qualification in Social Work or related discipline.</li> <li>• 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.</li> <li>• 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.</li> </ul> | <ul style="list-style-type: none"> <li>• Experience working in foster care service system or experience in delivering statutory case management.</li> </ul> |

#### KEY ACCOUNTABILITIES AND RESPONSIBILITIES

| ACCOUNTABILITY                 | SPECIFIC RESPONSIBILITIES                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
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| <b>Direct Service Delivery</b> | <ul style="list-style-type: none"> <li>• To establish and maintain placements in the various components of foster care, including case management &amp; case work responsibilities as required.</li> <li>• Support matching children requiring placements with caregiver families, taking into consideration the best interests of the children and capabilities of the caregiver family.</li> <li>• To provide case work supervision and support for carers, children, young people and their families in accordance with the Looking after Children Framework, CYFA 2005, Program Requirements for Home Based Care &amp; Berry Street Policy &amp; Procedures.</li> <li>• Co-ordinate &amp; lead regular care team meetings.</li> <li>• Work with the child or young person and their family to achieve the goals listed in their case plan, including engaging with other specialist agencies and services when required.</li> <li>• Support carers to form appropriate, therapeutically informed relationships with children in their care.</li> <li>• Provide supervision and support to foster carers in accordance with the Berry Street approach to carer supervision.</li> <li>• Identify and support education and training needs for carers to provide therapeutic foster care placements over and above initial foster care training.</li> <li>• Participate in program foster carer assessment &amp; re-accreditation processes as required.</li> <li>• Supporting and facilitating where required contact with the child/young persons family/extended family/community and to support reunification of children and their families wherever possible.</li> <li>• Regularly assessing placements to identify needs for the carer and the young person to ensure ongoing placement stability. Working closely with carers to provide support and supervision and to resolve any issues impacting on the carers capacity to meet the child's ongoing safety, stability, and developmental needs.</li> <li>• Participate in the foster care duty roster &amp; cover daily intake responsibilities as required, including responding to placement referrals</li> </ul> |

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|                                               | from DFFH & the community and provide support and crisis responses to foster carers as required.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
| <b>Administration</b>                         | <ul style="list-style-type: none"> <li>• Undertake organisational processes to ensure all administration and documentation requirements are initiated and completed in a professional and timely manner.</li> <li>• Develop and complete Best Interest Plans, court reports, quarterly reports and other relevant DFFH statutory reporting requirements in the agreed format and in accordance with the required timeframes to ensure a high standard of client care.</li> <li>• Complete factual &amp; timely case notes, completing in required reporting systems.</li> <li>• Ensure timely completion of all compliance &amp; regulatory obligations necessary in providing case work &amp; case management services to clients residing in foster care &amp; their care-givers.</li> <li>• Ensure all care-giver reimbursements are completed in accordance with the DFFH Care allowance Policy &amp; procedure.</li> <li>• Complete funding applications and associated administration tasks and manage the expenditure of the brokerage allocation for clients &amp; care-givers.</li> </ul> |
| <b>Community, Education &amp; Development</b> | <ul style="list-style-type: none"> <li>• Participate in the development of program guidelines and audits and evaluation processes for the Home-Based care program.</li> <li>• Ensure familiarity with the Berry Street Foster care manual.</li> <li>• Adhere to all relevant legislative and policy requirements relating to Home Based care service provision.</li> <li>• Work in partnership with the programs Community Engagement worker, to promote the need for foster carers, build connections &amp; relationships in the community and undertake actions to operationalise the program's community engagement plan which may require out of hours work.</li> <li>• Support the delivery of training to foster carers.</li> </ul>                                                                                                                                                                                                                                                                                                                                                          |
| <b>Other</b>                                  | <ul style="list-style-type: none"> <li>• Work in a team setting that promotes a high standard of care and ethical response to children and young people living in foster care.</li> <li>• Participate in planned carer recruitment and retention activities after hours and on occasion, weekends.</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |



## 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>Client Facing and Service Delivery</b> | Work with clients who may have a physical, psychiatric or sensory disability.                                                                                                                         | Regular        |
|                                           | 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. | Occasional     |
|                                           | 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.                        | Regular        |
|                                           | Drive vehicles with possible distractions from client behaviour, verbal or physical.                                                                                                                  | Occasional     |
|                                           | 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     |
| <b>Work Environment</b>                   | Manage demanding and changing workloads and competing priorities.                                                                                                                                     | Daily          |
|                                           | Work in different geographic locations.                                                                                                                                                               | Regular        |
|                                           | Be exposed to all outdoor weather conditions.                                                                                                                                                         | Occasional     |
|                                           | Work via computer from home as required.                                                                                                                                                              | Not Applicable |
|                                           | Work office hours with the possibility of extended hours. Flexible arrangements by agreement.                                                                                                         | Regular        |
|                                           | Work rostered hours with the possibility of overtime.                                                                                                                                                 | Not Applicable |
|                                           | Work on-call after hours.                                                                                                                                                                             | Not Applicable |
|                                           | Work in an open plan office with no assigned desk.                                                                                                                                                    | Regular        |
|                                           | 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.                                                                                     | Regular        |
|                                           | Work in a client's home or their family home alone and/or with others.                                                                                                                                | Regular        |
|                                           | Work in educational or community facilities.                                                                                                                                                          | Occasional     |
|                                           | Drive vehicles possibly over long distances and in all traffic and weather conditions.                                                                                                                | Regular        |

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|                             | Undertake training and professional development activities both internal and external to the organisation.                                                                                                                        | Regular |
| <b>Administrative Tasks</b> | 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   |