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| <br>Proudly part of<br>Berry Street Yooralla | <b>Position Title:</b> Case Manager | <b>Team:</b> Intensive Case Management Services (ICMS) |    |
|                                                                                                                              | <b>Band:</b> A                      | <b>Salary:</b> Stream 1, Level 5 Range                 | <b>Date:</b> June 2026                                                                                                                                                                                                                                   |

| 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 provides services to children, young people and their families across the South East Victoria region.</p> <p>We provide residential care and home based care services for young people unable to reside with their families, a contracted case management service for young people on Child Protection orders and a range of education and training programs for those young people who are unable to access mainstream education and training, including a Registered School in Morwell, and mentoring programs. Some young people are in all components of our services, others in one or two.</p> <p>Berry Street's Intensive Case Management Services (ICMS) in Noble Park provides case management and intensive support for young people aged 12-18 years who are on statutory orders with Department of Families, Fairness &amp; Housing (DFFH), either through Child Protection or Juvenile Justice.</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 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>Primary objectives and responsibilities include:</p> <ul style="list-style-type: none"> <li>• Providing contracted case management of children and young people (largely clients that are on statutory protective orders) in accordance with Children's Court directions.</li> <li>• Assisting children, young people and their families to minimise risk and gain stability.</li> <li>• Promoting the maintenance of the child and/or young person with their family, extended family and other support networks.</li> <li>• Developing stakeholder relationships within the community and be an effective advocate.</li> <li>• Managing specific portfolios which will be determined based on identified needs at any given time</li> </ul>                                                                                                                                                                                 |
|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     | REPORTING RELATIONSHIPS                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     | <p>This role is based at our Noble Office in Berry Street's South East Victoria Region, Boonwurrung Country.</p> <p>This role reports to the Team Leader Intensive Case Management Services who will provide supervision and review.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |

| EXPECTATIONS                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |                                                                                                                                                                                                                                    |
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| <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>                                                                                                                                                                                                                                                                                                                                                             |                                                                                                                                                                                                                                    |
| KEY SELECTION CRITERIA: KNOWLEDGE, SKILLS, AND ABILITIES REQUIRED TO FULFIL THE ROLE                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |                                                                                                                                                                                                                                    |
| <ul style="list-style-type: none"> <li>• Excellent written and oral communication skills (including public speaking, presenting, and facilitation skills).</li> <li>• Demonstrated ability to flexibly manage competing priorities, monitoring workloads and practising and promoting self-care strategies.</li> <li>• Demonstrated experience in working with children and young people who have complex needs and on Statutory Protective and Youth Justice Orders.</li> <li>• Knowledge of the nature of protective issues, homelessness, trauma and attachment, disability and the impact of these on emotional and behavioural development.</li> <li>• Experience applying a range of assessment, intervention and interactive skills with young people displaying difficult to manage behaviours.</li> <li>• Demonstrated experience in advocacy, networking, program promotion, cooperative work and liaison with the government and non-government sector.</li> <li>• Knowledge of the Children, Youth and Families Act (2005) and Protection and Care's Best Interest planning principles and procedures and relevant legislation.</li> <li>• Exceptional skills in working within a team environment, as well as autonomously when required.</li> <li>• Willingness to work flexible hours as determined by the demands of the position, including on-call/recall support to clients and other members of the staff team.</li> <li>• Demonstrated ability to liaise with DFFH, and other relevant government and non-government agencies at both casework and program development levels, and demonstrated links with existing relevant networks within the youth work field, especially in the South East Victoria Region</li> </ul> |                                                                                                                                                                                                                                    |
| QUALIFICATIONS AND OTHER REQUIREMENTS                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           | DESIRABLE                                                                                                                                                                                                                          |
| <ul style="list-style-type: none"> <li>• A Bachelor degree level qualification in Social Work/ Youth Work or relevant field is required.</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 Street 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 in working at the DFFH or another similar agency.</li> <li>• Experience undertaking contracted case management within DFFH, Child Protection or another similar CSO</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>• Carry a case load of children and/or young people, dependent on degree of difficulty and level of risk.</li> <li>• Provide individual support through a direct casework service aimed at minimising the protective concerns and maximising personal development through a range of intervention techniques.</li> <li>• Develop ways of engaging 'at risk' children, young people and families who may not have responded to traditional intervention.</li> <li>• Liaise with relevant services and advocate on behalf of 'at risk' children, young people and families to ensure access to resources and facilities where necessary.</li> <li>• Work with children, young people and their families and other significant people in their lives to facilitate contact, negotiate secure alternative accommodation options and provide assistance with conflict resolution as appropriate.</li> <li>• In cases where there is contracted case management, develop in conjunction with clients, referring DFFH worker and case planner, Case Management Service Team Leader, Senior Manager of Complex Client Services and others as appropriate, individual case plans which specify objective of intervention, anticipated timelines, and tasks and responsibilities necessary for their achievement.</li> <li>• Negotiate with DFFH and other service providers to ensure co-ordinated and co-operative service delivery</li> </ul> |
| <b>Administration and Reporting</b>           | <ul style="list-style-type: none"> <li>• Provide reports to the Team Leader or Senior Manager as required and requested.</li> <li>• To maintain the confidentiality and safety of all young people's files that ensures compliance with Privacy legislation and information sharing schemes.</li> <li>• To maintain appropriate, factual and timely case notes, completing mandatory reporting on systems</li> <li>• Prepare all reports and documents as required by DFFH, Berry Street, Children's Court or other relevant person or service.</li> <li>• Prepare Critical Incident Reports for DFFH and Berry Street as required.</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
| <b>Community, Education &amp; Development</b> | <ul style="list-style-type: none"> <li>• Engage in constructive communication with team members and other professionals.</li> <li>• To keep abreast of relevant theoretical legislative and policy documents.</li> <li>• Develop and maintain key relationships in DFFH to improve outcomes for clients.</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
| <b>Other</b>                                  | <ul style="list-style-type: none"> <li>• Be prepared to carry a mobile telephone and complete regular outreach activities, responding to crises when required.</li> <li>• Represent Berry Street as required.</li> <li>• Be prepared to work in similar positions within the Complex Client Services programs where required and appropriate.</li> <li>• Participate in team and organisational meetings and professional development opportunities.</li> <li>• Other reasonable and relevant duties as required.</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.                                                                                                                        | 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.                                                                                                                  | 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.                                                                                                                                                              | Regular        |
|                                           | 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.                                                                                                                                                                             | 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.                                                                                     | Regular        |
|                                           | Work in educational or community facilities.                                                                                                                                                          | Not Applicable |
|                                           | 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.                                                                                            | Regular        |

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| <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, projectors, televisions, video conference facilities and electronic whiteboards.                                                                  | Daily |