

	Position Title: Senior Case Manager	Team: Intensive Case Management Services	  
	Band: B	Salary: Stream 1, Level 6	Date: July 2026

OUR VISION AND PURPOSE	ROLE CONTEXT
We believe children, young people and families should be safe, thriving and hopeful. Our Vision for 2026: Together we will courageously change lives and reimagine service systems. For over 140 years, Berry Street has adapted to a changing world, and we will continue to adapt to achieve our purpose. 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. 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.	Berry Street Yooralla's Complex Care Program provides specialist case management services across the Central Highlands and Western District Areas within the West Division of the Department of Families; Fairness and Housing. The program provides a range of case management services for children and young people who are unable to live with their own families. Members of the Case Management Services team are Child Protection Contracted Case Practitioners and operate within the relevant state legislation and prescribed case practice framework. The Senior Case Manager maintains a caseload of complex clients subject to the Child Protection system. These clients are typically, but not exclusively within the Intensive Case Management Services, Residential Care Case Management and Targeted Care Packages (TCP) programs. Intensive Case Management Services (ICMS) is a multi-disciplinary statutory Child Protection Service for high-risk adolescents with multiple and complex needs, requiring intensive case coordination, outreach and support.
OUR VALUES	PRIMARY OBJECTIVES OF THE ROLE
We expect all staff to apply these Values in all aspects of their work. Courage: to never give up, maintain hope and advocate for a 'fair go' Integrity: to be true to our word Respect: to acknowledge each person's culture, traditions, identity, rights, needs and aspirations 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 Working Together: to work with our clients, each other and our colleagues to share knowledge, ideas, resources and skills Berry Street Yooralla is committed to being a child safe, child friendly and child empowering organisation. In everything we do we seek to protect children.	Residential Care Case Management is a statutory case management service with similar functions to ICMS, however with a less intensive case management focus. The primary objectives of the role are: - To reduce high-risk behaviour and increase stability in the life of young people, with whom less assertive case management practice is assessed as being unlikely to be effective. - To support young people, their families and Care Teams in meeting statutory case planning goals, within the Best Interest's Case Practice and Looking After Children Framework's. - To engage young people in proactive leaving care planning, and support and prepare them to transition from Out of Home Care and Child Protection involvement.

	REPORTING RELATIONSHIPS This role is based at our Mt Helen Office on Wadawurrung Country. This role reports to the Team Leader, Case Management Services 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	
• Excellent written and oral communication skills (including public speaking, presentations and facilitation skills). • Demonstrated ability to flexibly manage competing priorities and stressful situations, monitoring own stress levels and practising and promoting self-care strategies. • Strong interpersonal, conflict resolution and client engagement skills. • Demonstrated experience in case management or therapeutic practice, preferably including a risk assessment and safety planning component. • An understanding of trauma informed case practice and attachment theory, as well as the intergenerational and intersectional nature of abuse and trauma. • A sound knowledge of the Children, Youth and Families Act 2005 and relevant legislation and guidelines. • Demonstrated experience with government and non-government agencies, and a capacity effectively liaise with state services such as Child Protection, Youth Justice, Victoria Police, Court Services Victoria and Area Mental Health Services. • Demonstrated understanding of, and respect for, the needs of children with a disability; Aboriginal culture, including cultural safety and awareness; and cultural and linguistically diverse (CALD), including cultural safety for children from CALD backgrounds.	
QUALIFICATIONS AND OTHER REQUIREMENTS	DESIRABLE
• A Bachelor level qualification in Social Work, Psychology or a related discipline. • 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).	• Experience in the provision of case management services to young people in out of home care, or a high-risk client group. • Experience in mental health, alcohol & other drugs, or a statutory case management service. • Experience operating within the Best Interests Case Practice and Looking After Children frameworks.

Employees have a legal obligation to advise Berry Street Yooralla if they are under investigation or have been excluded prior to and during the course of their employment.	• Experience in Court practice and the preparation of reports to the Court.
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KEY ACCOUNTABILITIES AND RESPONSIBILITIES

ACCOUNTABILITY	SPECIFIC RESPONSIBILITIES
Direct Service Delivery	• Carry a case load of up to 8 young people within the target group, while maintaining a minimum twice weekly contact with allocated clients. • Undertake primary case management responsibilities for young people either in Out of Home or Parental Care, to ensure their on-going stability. • Develop and prepare Best Interests Case Plans, Confidential Court Reports, Quarterly Reports and assist in the development of Looking After Children documents as required and of a high professional standard. • Lead and chair Care Team and Professionals meetings, while promoting and facilitating involvement of young people's family in decision-making. • Perform the duties of a Child Protection Contracted Case Manager, which may at times include child protective assessment, forensic child interviewing, risk management and safety planning, supervising family contact, and court practice within both the family and criminal division of the Children's Court of Victoria. • Prepare and develop comprehensive leaving care plans and actively involve young people in the leaving care process. • Ensure practice and service delivery remains in line with the Child Safe Standards and uphold the child safe principles. • Maintain accurate and accessible client records and data via the Department of Health and Human Services Client Relationship Information System (CRIS). • Actively liaise with government and non-government stakeholders.
Administration	• Undertake organisational processes to ensure that all administration and documentation requirements are initiated and completed in a professional and timely manner. • Maintain up to date client and care-giver files in accordance with Berry Street Records Management procedure and Berry Street policies. • Use the appropriate tools, including electronic and web enabled client, care giver and case management information systems to capture critical client information.
Program Development	• Provide practice leadership and support to the Case Management team and support the Team Leader in the development of the program. • If allocated, provide direct supervision to members of the Case Management team and assist the Team Leader with team oversight.
Other	• Act in accordance with the Berry Street Code of Conduct. • To keep abreast of relevant theoretical, legislative and policy documents. • Attend and participate in staff meetings and training and development. • Attend and participate in regular supervision according to Berry Street Supervision Standards and requirements. • Provide reports to the Team Leader, Senior Manager Child, Youth and Family Services and/or the Western Regional Director, as required. • The role may at times require traveling long distances and occasionally remain away overnight, both for client and training purposes. • Capacity to work flexible hours with extended hours availability if required. • 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.	Regular
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.	Regular
	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.	Occasional
	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.	Regular
Administrative Tasks	Undertake administrative tasks which may include the following: computer work, filing, data entry, writing reports, case notes/plans and client records. Manage resources and budgets. Research and analyse information and data.	Daily
	Use technology including computers, photocopiers, telephones including mobiles, projectors, televisions, video conference facilities and electronic whiteboards.	Daily