

	Position Title: Targeted Care Packages Support Worker	Team: Complex Care Services - Home Based Care	  
	Band: A	Salary: Stream 1, Level 2 or Level 3 (depending on qualifications)	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.		Targeted Care Packages (TCP) enables children and young people who are in or at risk of entering residential care to transition into care arrangements where their needs will be better met. Alternative placements could include with parents, family or friends, a foster carer, independent or semi-independent living or other forms of care. The aim of Targeted Care Packages is first and foremost to achieve better outcomes for children and young people in out-of-home care. To that end, the best interests of children and young people will guide all decision-making when considering care and support options to ensure a tailored response. At the heart of the framework is the child and carer with specialist therapeutic intervention & support services wrapped around the young person to enable them to experience a sense of belonging, support to achieve and thrive with hope for their future.
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		• Help prepare the young person to get ready for school or other day program, and to be flexible with hours to meet the young person's required schedule. • Transportation of the young person as required – to support their engagement in designated day program, and attendance of other appointments as required. • Assisting with homework and activities and generally overseeing their care until the carer returns. • Support carers to create a safe placement for a young person in their care. • Help support the young person to develop independent living skills, including travel training if required, through mentoring and support. • Assist the young person with exploring and accessing community-based services and activities (including extracurricular activities, health and fitness, counselling, etc). • Provide documentation required to liaise and update professionals. • Ensure an environment that provides a sense of safety, structure, acceptance and security at all times for children and young people. • Please note that specific goals and objectives will be tailored to specific clients, according to their individual TCP.

child empowering organisation. **In everything we do we seek to protect children.**

REPORTING RELATIONSHIPS

This role is outreach-based with Berry Street office located in Preston, on Wurundjeri Country. Outreach to occur in Northern suburbs of Melbourne and may include Western suburbs. This role reports to Senior TCP worker 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 Yooralla 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 Yooralla 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+. We aim to ensure every individual is treated with dignity and respect regardless of their cultural background, ability, ethnicity, gender identity, sexual orientation, spirituality or religion.

KEY SELECTION CRITERIA: KNOWLEDGE, SKILLS AND ABILITIES REQUIRED TO FULFIL THE ROLE

- Excellent written and oral communication skills and the ability to adapt engagement and communication strategies according to the situation.
- Demonstrated ability to flexibly manage competing priorities and stressful situations, monitoring own stress levels and practising and promoting self-care strategies.
- Demonstrated understanding, skills and experience in working with children and young people who can demonstrate challenging behaviours and dysregulation.
- A sound knowledge of the nature of protective issues, homelessness, trauma, disability (including knowledge of developmental and acquired disabilities) and the implications for the emotional, social and behavioural development of a young person/young adult.
- Demonstrated understanding of the key issues facing young people, quality service delivery for young people and the capacity to support their rights, interests and needs.
- The capacity to advocate, engage and negotiate with relevant stakeholders including family and school/educational networks where appropriate.
- Demonstrated understanding of culturally sensitive practice, particularly in relation to the needs of clients identifying as Aboriginal or culturally and/or linguistically diverse background.
- Ability to exhibit empathy for the young people in our care in an open minded and non-judgemental manner.
- Ability to think clearly, calmly making decisions as required including situations of crises or emergency.
- Willingness to work flexible hours as determined by the demands of the position.

QUALIFICATIONS AND OTHER REQUIREMENTS	DESIRABLE
• A Diploma qualification in Social Work, Community Services, or related discipline. • Staff must hold a valid WWCC, current drivers' license at all times and undergo a Criminal Records Check prior to employment. Subsequently, staff must report any criminal charges or court appearances.	• Experience working with children and young people who have had contact with the Child Protection system and/or display challenging behaviours.

KEY ACCOUNTABILITIES AND RESPONSIBILITIES

ACCOUNTABILITY	SPECIFIC RESPONSIBILITIES
Direct Service Delivery	Direct Service Delivery will vary depending on the needs of the client; however, Support Workers are expected to be able to: • Provide tailored, individual, one-to-one support as directed by the Program Manager through a range of intervention techniques. • Provide a high standard of emotional and physical care to the young person, ensuring their safety and wellbeing. • Assist clients to prepare for and attend school or other day program, appointments, meetings, and recreational activities. This includes transport using a Berry Street vehicle. • Work closely with the client's carer and care team in providing collaborative therapeutic consistent care for them. • Assist young person to develop their independent living skills, including travel training if required. • Support the young person to maintain important links with their family of origin, friendship networks and the local community. • Establish and maintain an appropriate relationship with clients to generate a trusting relationship, with commitment to protecting client confidentiality, privacy, individual choice and decision making. • Work collaboratively with clients to identify their strengths, interests and abilities. • Work collaboratively with clients to identify and manage any potential barriers to participation and inclusion.
Administration	• To record accurately and appropriately all information and activities regarding the young person and to share relevant information to other professional staff as required. • Identify indicators of possible abuse and/or neglect and report according to Berry Street policies and procedures. • To notify the appropriate person of incidents as they occur and provide accurate information that is required for incident reporting.
Other	• Adhere to all Berry Street policies and procedures. • Participate in ongoing training and professional development opportunities as required. • Appropriately report situations that may pose a health or safety issues, according to Berry Street policy and procedures. • 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.	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.	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.	Regular
	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.	Occasional
	Represent, advocate and cooperate with legal processes which may include attendance to court.	Occasional
Work Environment	Manage demanding and changing workloads and competing priorities.	Daily
	Work in different geographic locations.	Regular
	Be exposed to all outdoor weather conditions.	Regular
	Work via computer from home as required.	Daily
	Work office hours with the possibility of extended hours. Flexible arrangements by agreement.	Daily
	Work rostered hours with the possibility of overtime.	Occasional
	Work on-call after hours.	Occasional
	Work in an open plan office with no assigned desk.	Daily
	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 a client's home or their family home alone and/or with others.	Occasional
	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, fax, projectors, televisions, video conference facilities and electronic whiteboards.	Daily