

	Position Title: Senior Practitioner – Complex Care Services	Team: Complex Care Services – Out of Home Care	  
	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.	The Complex Care Services (CCS) program consists of the Targeted Care Packages (TCP), Lead Tenant (LT), and Residential Care Case Management (RCM) services. TCP is a program funded by the Department of Families, Fairness, and Housing (DFFH) that involves the tailored provision of resources and services to children and young people who are currently at risk of being placed in residential care. A TCP meets the needs of a child, young person, and/or their family by implementing innovative, flexible and client-centred approaches to their living arrangements and care needs, in line with their goal and case planning. LT is a DFFH-funded program that provides accommodation and case management support to young people in the leaving care space. LT is a semi-independent living arrangement where up to two young people reside in a home with up to two volunteer lead tenants, who provide mentorship and role modelling of independent living skills. Young people can be referred into LT from age 15 year and 9 months and are eligible up until their 18th birthday. RCM involves the provision of case management to young people residing in Berry Street's Residential Care Program. Young people who are on Care by Secretary Orders are eligible for RCM and are contracted to Berry Street by Child Protection.
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.	The Senior Practitioner – CCS is primarily responsible for providing case management to children, young people and their families in our TCP program. It may also provide case management to young people in RCM or LT as required. Key Responsibilities include: - To provide trauma-informed, strengths-based case management and support to children, young people and their families in the program. - To assist in the development, monitoring, and review of planning for the child and young person with the overarching goal of addressing protective concerns and maximising safety. - To work alongside the CCS Team Leader and Program Manager to provide support and leadership to the broader CCS team. - To provide support and supervision for up to two CCS practitioners or TCP support workers.

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.	- To work collaboratively with stakeholders, particularly DFFH Child Protection and TCP to ensure the needs of children and young people are being met. REPORTING RELATIONSHIPS This role is based at our Preston office, Wurundjeri country. This role reports to the Team Leader – Complex Care Services who will provide supervision and review. This role may have up to two direct reports.
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+.	
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 practicing and promoting self-care strategies. • Demonstrated experience in working with children & young people on Statutory Protective Orders and a sound knowledge of the nature of protective issues, homelessness, trauma and attachment, disability, and the implications for their emotional and behavioural development. • The ability to work within the leadership team to promote a positive work/team culture. • Knowledge of the Children, Youth & Families Act (2005) and Best Interest planning principles and procedures, and any other relevant legislation. • Experience in case management as well as working with families and social/services networks to enhance children and young peoples' lives – providing individual and systemic advocacy. • Demonstrated understanding of policy and practice in the welfare sector with strong skills in building partnerships with other Berry Street programs, government, and non-government agencies within the community sector. • Demonstrated experience working with children, young people, and/or families from diverse backgrounds.	

QUALIFICATIONS AND OTHER REQUIREMENTS	DESIRABLE
• A Bachelor level qualification in Social Work or associated human service field is required. • Staff members must hold a valid WWCC, current drivers licence at all times and undergo a Criminal Records Check prior to employment. Subsequently, staff must report any criminal charges or court appearances. • Positions working in unsupervised contact with young people in Out of Home care settings will be subject to Worker Carer Exclusion Scheme (WCES). Employees have a legal obligation to advise Berry Stret if they are under investigation or have been excluded prior to and during the course of their employment.	• Experience working with children and young people on child protection orders. • Case management experience.

KEY ACCOUNTABILITIES AND RESPONSIBILITIES

ACCOUNTABILITY	SPECIFIC RESPONSIBILITIES
Direct Service Delivery	• To provide effective and consistent case management to children, young people and their families in our targeted care packages, lead tenant, and/or residential care case management programs. • To establish, maintain, and chair care team meetings. • To communicate all relevant information to other professionals as required, including the Department of Families, Fairness & Housing (DFFH). • To participate in case establishment, planning, review and closure processes for clients. • To adhere to all assessment and planning requirements including Looking After Children, case planning, and Cultural Support Planning. • To ensure that children and young people in the program have a voice in decisions relating to them. • To assess the needs of the children and young people, monitor their progress and provide support and advocacy as needed. • To work in line with the Social Services Standards.
Leading People	• Lead by example in actively promoting and implementing the requirements of Berry Street's positive duty to provide a safe workplace, health and safety management system – policies, procedures, and processes. Including, holding staff accountable for observing all safe work procedures, rules, and instructions. • Provide feedback and wellbeing support through probationary reviews, regular supervision meetings, annual performance planning and review. • Ensuring direct reports have completed all mandatory training and development required for their role.

Administration and Reporting	• To provide reports as required and requested. • Managing brokerage and funding packages for clients as required. • To complete the necessary administrative requirements of case management and contracted case management such as case noting.
Community, Education & Development	• Work within a team that promotes a culture of working together, and a high standard of care and response to children, young people and their families in the program. • To work alongside the Team Leader and Program Manager to provide support and development opportunities to team members. • To provide effective support and supervision to allocated direct reports.
Other	• To participate in supervision in line with Berry Street's supervision policy. • To attend team meetings, reflective practice, and organisational meetings as required. • To abide by Berry Street's Code of Conduct. • Other duties as required.

INHERENT REQUIREMENTS OF ORK 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.	Daily
	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.	Occasional
	Be exposed to all outdoor weather conditions.	Occasional
	Work via computer from home as required.	Occasional
	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.	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.	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.	Regular
	Use technology including computers, photocopiers, telephones including mobiles, projectors, televisions, video conference facilities and electronic whiteboards.	Regular