

	Position Title: Key Worker - Targeted Care Packages	Team: Complex Care	  
	Band: A	Salary: Stream 1, Level 5	Date: August 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) enable children and young people from Residential Care and Home-Based Care to transition into care arrangements where their needs will be met. Alternative placements could include with parents, family or friends, a foster carer, independent or semi-independent living or other form 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 an individually tailored response. Through coordinated case management and intensive support for young people aged 0-19 years who are on statutory orders with or who have come in contact with the Department of Families, Fairness and Housing a number of interventions & support services are wrapped around to enable the young person 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 child empowering organisation. In everything we do we seek to protect children.	• Facilitate the organisation and chairing of Care Teams • Engage with young people, families, communities and others towards building a sustainable and secure placement for the young person. • Assist in the development, monitoring and review of plans and support an effective transition from Residential Care to a care placement in a Kinship, Foster Care setting or Independent Living/Lead Tenant. • Consistently with the child and young person’s best interest, the role will provide the overarching case management, aimed at minimising the protective concerns and maximising personal development in accordance with case planning and the children’s Court directions. • Develop individual care plans which specify objectives of interventions, anticipated timelines, and tasks and responsibilities necessary for their achievement. • Liaise with relevant services and advocate on behalf of children & young people to ensure access to resources where necessary.	
	<th data-bbox="1016 711 2168 759">REPORTING RELATIONSHIPS</th>	REPORTING RELATIONSHIPS
	This role is based at our Ballarat Office, Wadawurrung Country. This role reports to the Team Leder of Target Care Package – Complex Care who will provide supervision.	

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

- Knowledge and demonstrated experience in delivering innovative and effective approaches for young people from 0 to 18-year-old with complex needs.
- Knowledge of the Children, Youth and Families Act (2005) and Protection and Care's Best Interest planning principles and procedures.
- Demonstrated experience in working with young people on Statutory Protective and Youth Justice Orders, and a sound knowledge of the nature of protective issues, homelessness, trauma and attachment, disability and the implications for their chronological, emotional and behavioural development.
- Demonstrated ability to achieve positive outcomes for young people through a strengths-based, outcomes-focused case management approach.
- Demonstrated ability to flexibly manage competing priorities and stressful situations, monitoring own stress levels and practicing and promoting self-care strategies.
- The capacity to advocate, engage and negotiate with relevant stakeholders including family and government and community sector representatives where appropriate.
- Demonstrated understanding of, and respect for, the needs of children with a disability; Aboriginal culture, including cultural safety and awareness; and cultural and linguistic diversity (CALD), including cultural safety for children from CALD backgrounds.
- Demonstrated understanding of and commitment to the principles of equity, diversity, continual improvement, risk management and occupational health and safety.
- 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.

QUALIFICATIONS AND OTHER REQUIREMENTS	DESIRABLE
• A minimum of a Diploma in Social Work, Youth Work or Community Services is required for this role however those currently studying in the field will also be considered. • Staff members must hold a valid WWCC, a 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 Street Yooralla if they are under investigation or have been excluded prior to and during the course of their employment.	• Experience working with young people on Statutory Orders. • Previous experience working with people from different cultural backgrounds. • Experience working in the leaving care space.

KEY ACCOUNTABILITIES AND RESPONSIBILITIES

ACCOUNTABILITY	SPECIFIC RESPONSIBILITIES
Direct Service Delivery	• Provide individual support through a direct casework service aimed at minimising the protective concerns and maximising personal development through a range of intervention techniques. • Liaise with relevant services and advocate on behalf of children & young people to ensure access to resources where necessary in accordance with the young person's Targeted Care Package. • Develop ways of engaging 'at risk' young people who may not have responded to traditional intervention. • Support the young person to maintain important links with their family of origin, friendship networks and the local community. • To be responsible for the communication of all relevant information about the young person to other professional staff that support them and their carer/s (Case manager, DFFH, school and other support services).
Administration	• Develop, in conjunction with clients, referring DFFH worker, Program Team Leader, and Senior Manager and others as appropriate, individual case plans which specify objectives of intervention, anticipated timelines, and tasks and responsibilities necessary for their achievement. • Provide ongoing assessment of Targeted Care Packages and recommendations to line management. • Negotiate with DFFH and other service providers to ensure co-ordinated and co-operative service delivery. • Maintain adequate case records, and prepare all reports and documents as required by DFFH, Berry Street, Children's Court or other relevant person or service. • Prepare Critical Incident Reports for DFFH as required.
Other	• To attend all relevant organisational meetings. • To participate in supervision. • To attend all mandatory training and attend training if nominated to attend. • To ensure that duty of care is undertaken in a professional manner with due regards to relevant agencies and Department of Families, Fairness and Housing policies. • Be prepared to manage a specialist 'portfolio' (eg. Coordinate support workers) as required. • Be prepared to work in similar positions within the Complex Client Services programs where required and appropriate. • Berry Street supports White Ribbon, Australia's campaign to stop violence against women. There is an expectation that staff never commit, excuse or remain silent about violence against women. • Other duties as directed.



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.	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.	Occasional
	Work via computer from home as required.	Regular
	Work office hours with the possibility of extended hours. Flexible arrangements by agreement.	Occasional
	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.	Daily
	Work in educational or community facilities.	Occasional
	Drive vehicles possibly over long distances and in all traffic and weather conditions.	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

