

 Proudly part of Berry Street Yooralla	Position Title: Case Manager, Foster Care	Team: Home Based 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.	Berry Street’s Home Based Care program provides case management service for children and young people in out of home care who are unable to safely live with their families. All children and young people supported by the Home Based Care team are subject to statutory Child Protection orders, requiring collaboration and partnership with the Department of Families, Fairness and Housing (DFFH) to ensure their safety, wellbeing, and permanency needs are met.
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 is committed to being a child safe, child friendly and child empowering organisation. In everything we do we seek to protect children.	The Foster Care Case Manager works collaboratively to establish, coordinate, and maintain safe and stable placements for children and young people entering Out of Home Care. The role provides trauma informed, child centred case management, ensuring that the individual needs, safety, wellbeing, and development of each child or young person met. Key responsibilities include: • Providing comprehensive case management services to children, young people, and their families. • Providing ongoing placement support, guidance, and professional consultation to volunteer foster carers to promote placement stability and positive outcomes. • Act as the primary professional contact for children and young people in care, building trusting relationships and ensuring their voices are heard in decision making. • Liaising and collaborate with government agencies, schools, health professionals, and community service providers to coordinate appropriate services and supports. • Monitoring case plans, maintaining accurate documentation, conducting regular reviews, and ensuring compliance with legislative, managing client expenses, and organisational requirements.
	REPORTING RELATIONSHIPS
	This role is based at the Berry Street Noble Park Office in the South East Region on Boonwurrung Country. This role reports to the Team Leader Foster Care 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

- Demonstrated ability to flexibly manage competing priorities, monitoring workloads and practising and promoting self-care strategies.
- Excellent written and oral communication skills (including public speaking, presentations, and facilitation skills).
- Strong understanding of the issues for children coming into care and their families and of the statutory Child Protection system.
- Demonstrated ability to case manage complex needs and issues for clients, families, and an ability to advocate for client needs and best interests.
- Knowledge and experience of current theoretical approaches & frameworks for working with highly vulnerable children, young people, and their families, including strengths-based approaches.
- A strong capacity to engage and work flexibly and creatively with families in a non judgmental approach.
- Awareness of the issues related to working in cross cultural human services with knowledge of the issues facing culturally and linguistically diverse communities.
- Understanding of issues related to working with volunteers.

QUALIFICATIONS AND OTHER REQUIREMENTS

- A Bachelor degree qualification in Social Work, Youth Work, Welfare or related discipline or a diploma level qualification 5 years relevant experience.
- 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.

DESIRABLE

- Previous experience in Case Management within Child, Youth and Family Services.
- Knowledge and understanding of the current Children, Youth and Family Act.
- Knowledge of early childhood development and therapeutic parenting

- 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.

KEY ACCOUNTABILITIES AND RESPONSIBILITIES

ACCOUNTABILITY	SPECIFIC RESPONSIBILITIES
Direct Service Delivery	• Undertake case management responsibilities for Foster Care placements to ensure their ongoing stability. • Enhance the capacity of the Foster carers to meet the child's ongoing safety, stability and developmental needs. • Provide casework supervision and support for children, young people and families aligning with the Looking After Children framework. • Provide support and supervision to Foster carers. • Advocate and present cases for access to services on behalf of families. • Actively engage carers and young people in decision making processes. • Analyse information presented to make sound decisions about interventions required in the best interests of the children. • Establish and maintain care teams to ensure the engagement of the child's voice is heard in decision making. • Participate in Carer assessments, training, and review processes where required
Administration	• Undertake organisational processes to ensure that all administration and documentation requirements are initiated and completed in a professional and timely manner and in accordance with Berry Street's Records Management procedure and Berry Street policies. • Develop and complete case plans, court reports and other relevant DFFH reporting which to ensure a high standard of client care. • Use the appropriate tools, including electronic and web enabled client, caregiver and case management information systems to capture critical client information. • Manage and acquit client finances and submissions of funding application • Attend internal and external meetings when required and complete relevant documentation
Program Development	• Participate in the development of program guidelines and evaluations processes for the Home Based Care program. • Participate in a flexible after hours service as required. • To keep abreast of relevant theoretical legislative and policy documents. • Attend and participate in Program staff meetings. • Attend and participate in regular supervision according to Berry Street Supervision Standards and requirements. • Provide reports to the Team Leader and Senior Manager as required and requested. • To assist the Recruitment, Training and Assessment workers in the recruitment, assessment and training of volunteer Foster care families.
Other	• 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.	Occasional
Work Environment	Manage demanding and changing workloads and competing priorities.	Daily
	Work in different geographic locations.	Daily
	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.	Occasional
	Work in buildings which may require the use of stairs or elevators.	Occasional
	Sit at a computer or in meetings/meeting rooms via video conference facilities or in person for extended periods.	Daily
	Work in a client's home or their family home alone and/or with others.	Daily
	Work in educational or community facilities.	Occasional
	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
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
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