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| Position Title: | Case Manager, GOALS +         |
| Division:       | Complex Care                  |
| Program:        | Specialist Care & Transitions |
| Band:           | A                             |
| Salary:         | Stream 1, Level 5             |
| Date:           | September 2026                |

## ROLE PURPOSE

Going Out and Living Successfully (GOALS+) is a housing and support program for young people aged 16-21 who are leaving out-of-home care, experiencing homelessness, or at risk of homelessness. Through supported accommodation, case management and tailored support, the program helps young people develop the skills, confidence and independence needed to achieve sustainable housing, engage in education or employment, and successfully transition to adulthood.

Participants can remain in the program for up to 12 months, focusing on building practical life skills, strengthening community connections, pursuing education and employment opportunities, and preparing for long-term stability. Using a strengths-based approach, GOALS+ supports young people to identify and achieve their goals while creating positive pathways for their future.

The GOALS+ program sits within the Specialist Care & Transitions Program in Southeast Victoria, alongside services including Multisystemic Therapy (MST), Intensive Case Management Services (ICMS), Family Violence Consultancy, and Targeted Care Packages (TCP). Together, these programs provide integrated support to children, young people and families navigating significant life transitions, adversity and diverse support needs.

The Case Manager delivers therapeutic, strengths-based case management and support to young people participating in the GOALS+ program. Working alongside young people and their support networks, the role supports participants to build independent living skills, sustain safe and stable housing, achieve their goals, and successfully transition to adulthood.

## PRIMARY OBJECTIVES OF THE ROLE

The primary objectives of the role are to:

- Deliver holistic case management, coaching and practical support to young people aged 16-21 transitioning from out-of-home care, homelessness, or other critical life transitions.
- Support young people to build independence, resilience and life skills, with a focus on sustainable housing, education, employment, health and wellbeing outcomes.
- Develop and implement individual support plans in partnership with young people, their care teams and relevant stakeholders, using a strengths-based and person-centred approach.
- Foster community participation, social connections and opportunities that support young people's aspirations and long-term success.
- Promote positive and sustainable transitions to independent living through tailored, outcome-focused support.

## REPORTING RELATIONSHIPS

This role reports to the Team Leader, TCP & GOALS+ who will provide supervision and review. The role will be based predominantly at the Berry Street office in Morwell on Gunaikurnai Country and requires travel to the GOALS+ sites in Morwell and Traralgon.

## EXPECTATIONS

- Conduct oneself in accordance with the Berry Street Yooralla 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.
- Promoting and protecting the human rights of people with disability, in accordance with the UN Convention on the Rights of Persons with Disabilities (CRPD) (2008).
- Working to ensure high-quality and safe supports and services for NDIS participants, meeting and exceeding the NDIS Practice Standards and Quality Indicators.
- Meeting obligations under all relevant Victorian and Commonwealth legislation.
- 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. 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+.
- 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, in accordance with our legal obligations including MO 1359 and child safe standards.
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## ROLE RESPONSIBILITIES

### Specific responsibilities, duties and tasks

#### Direct Service Delivery

- Deliver holistic, strength-based case management and coaching to young people in the GOALS program, ensuring services are culturally safe, trauma-informed, and tailored to individual needs and aspirations.
- Conduct thorough intake assessments to identify risks, needs, and protective factors, and develop individual plans with measurable objectives, timelines, and strategies that promote stability and independence.
- Apply proactive risk management practices by continuously monitoring emerging issues, implementing harm-reduction strategies, and maintaining safety for all participants and staff.
- Respond to crisis situations promptly and effectively, using organisational policies, safety protocols, and sound judgment to deescalate and resolve incidents.
- Provide flexible support, including after-hours availability for house meetings, group activities, and urgent situations, while maintaining professional boundaries and ensuring personal safety.
- Coordinate care team meetings and collaborate with external agencies to deliver integrated support across housing, education, employment, health, income, and legal domains.

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|                                                                    | <ul style="list-style-type: none"> <li>• Offer practical assistance and advocacy to remove barriers and facilitate access to essential services, while empowering young people to build resilience and independence.</li> <li>• Facilitate structured skill-building activities, including the use of tools to develop independent living skills and promote self-motivation.</li> <li>• Engage specialist services when required, including education, training, job services, legal, and counselling support, ensuring timely referrals and follow-up.</li> <li>• Support young people through program transitions, including induction, goal setting, and exit planning, ensuring continuity of care and safety throughout the process.</li> <li>• Maintain a safe and functional living environment through daily on-site engagement, regular inspections, and adherence to risk management procedures.</li> <li>• Accurately document all actions, interventions, and risk management strategies, and monitor progress against agreed outcomes in collaboration with project partners to ensure accountability and continuous improvement.</li> </ul> |
| <b>Administration and Reporting</b>                                | <ul style="list-style-type: none"> <li>• Maintain accurate records and ensure the confidentiality and security of all client files and data in accordance with organisational policies and privacy standards.</li> <li>• Oversee the efficient operation of the office, including procurement and management of office supplies, household items, move-in kits, first aid materials, and other essential resources.</li> <li>• Actively participate in organisational meetings, including team meetings and other forums, to support effective communication and collaboration.</li> <li>• Ensure the smooth functioning of the households by managing unit inspections, gardening and maintenance schedules, and general household operations to maintain a safe and welcoming environment.</li> <li>• Undertake additional administrative tasks as directed to support program delivery and compliance with organisational requirements.</li> </ul>                                                                                                                                                                                                      |
| <b>Community, Stakeholder Engagement &amp; Program Development</b> | <ul style="list-style-type: none"> <li>• Build and maintain collaborative relationships with DFFH, community partners and relevant stakeholders to support program delivery.</li> <li>• To promote and advocate youth issues relevant to the needs of young people with Local, State and Federal groups/agencies and Government departments as necessary.</li> <li>• To build capacity and knowledge of access and resources within the broader community, education/training and employment sector to enhance service delivery to young people participating in the GOALS program.</li> <li>• To build and maintain strong connections to local community.</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
| <b>Other</b>                                                       | <ul style="list-style-type: none"> <li>• To actively participate in team meetings, planning days and annual program reviews, program and policy development and associated activities.</li> <li>• To participate in relevant staff development opportunities.</li> <li>• To manage maintenance request/liaise with relevant trades people and services and keep updated records of maintenance/household requirements</li> <li>• Will be required to participate to travel between sites depending on program and role requirements.</li> <li>• Other duties as required.</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |

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## KEY SELECTION CRITERIA

- Strong communication skills (including public speaking, presentations, and facilitation skills) with the ability to convey information clearly and adapt style to suit different audiences.
- Demonstrated ability to flexibly manage competing priorities and stressful situations, monitoring own stress levels and practising and promoting self-care strategies.
- Ability to maintain accurate documentation including case notes and reports.
- Case management experience supporting and engaging young people with challenging behaviours, including those impacted by trauma, homelessness, disability, and protective concerns.
- Proficiency in using assessment tools, implementing planned interventions and engagement strategies to support young people in achieving their goals within agreed timelines and KPIs.
- Understanding and application of relevant policy and legislation, including the Children, Youth and Families Act (2005), Housing Act (1983), and the National Disability Insurance Scheme (NDIS).
- Willingness to acquire knowledge of policy, legislation, and issues related to Child Protection and Youth Justice.
- Ability to build and maintain collaborative relationships with government and community service providers, ensuring integrated support for young people transitioning to independence.
- Demonstrated qualities of empathy, open-mindedness, and commitment to providing stability and quality care.
- Ability to make clear, calm decisions and follow processes in crisis situations.

## QUALIFICATIONS AND OTHER REQUIREMENTS

- A relevant Diploma level qualification in Social Work, Youth Work or other related fields deemed equivalent.
- 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 Street Yooralla if they are under investigation or have been excluded prior to and during the course of their employment.

## HIGHLY DESIRABLE

- Bachelor's degree in Social Work, Youth Work or other related fields deemed equivalent.
- Experience working with young people and their families.
- Experience of housing / homelessness programs

## INHERENT REQUIREMENTS OF WORK ACTIVITIES/ENVIRONMENT

The following is a table that outlines the main physical and psychological requirements of the position.

| Element                                   | Key Activity                                                                                                                                                                                                                      | Frequency  |
|-------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------|
| <b>Client Facing and Service Delivery</b> | 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.                                                                                                                                              | Occasional |
|                                           | 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 |
| <b>Work Environment</b>                   | 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.                                                                                                                                                                                          | Occasional |
|                                           | Work office hours with the possibility of extended hours. Flexible arrangements by agreement.                                                                                                                                     | Regular    |
|                                           | 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.                                                                                                                 | 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    |
| <b>Administrative Tasks</b>               | 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      |