



Position Title:	Integrated Family Services Case Manager
Division:	HBC & Community
Program:	Family Services
Band:	A
Salary:	Stream 1, Level 5
Date:	September 2026

ROLE PURPOSE

Berry Street Yooralla provides services to children, young people and their families across Inner Gippsland. Integrated Family Services (IFS) case management service provision accepts referrals from The Orange Door to provide support for families from all cultural backgrounds, with children aged 0 -17, including parents who are expecting a child, across Inner Gippsland (South Gippsland, Bass Coast, Latrobe Valley and Baw Baw).

PRIMARY OBJECTIVES OF THE ROLE

The primary objectives of the role are to:

- Provide specialised case management and in-home support to vulnerable children, young people and families.
- Assess families' needs and develop tailored Family Action Plans.
- Deliver practical parenting strategies that strengthen family capacity.
- MARAM and other relevant family assessments.
- Connect families with Child Protection, community services and other appropriate supports.
- Provide secondary consultation, referrals and group work interventions as required.

REPORTING RELATIONSHIPS

This role is based at our Morwell Office, Gunaikurnai Country in the South East Victoria Region, and can be a hybrid work arrangement.

This role reports to the Senior Worker (or Team Leader) Family Services who will provide supervision and review.

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 LGBTIQA+.
- 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	• Participate in the need's assessment of young people and their families referred to the service. • Compilation of a Family Action Plan with all families referred into the service. • Participate in monitoring and reviewing the ongoing needs of young people and their families involved in the services through a care team approach and formal review process. • Utilise various evidence based tools to underpin service delivery • Provide effective case management and support for young people and their families through the provision of case work, vocational advice and assistance, the facilitation of small groups programs, including recreational activities. • Utilise the programs and resources of Inner Gippsland family alliance and Integrated Family Services partnership agencies to develop referral linkages to a number of youth related programs and activities in the Inner Gippsland Region. • Utilise assertive outreach skills and actively engage with young people and their families through a range of innovative and creative approaches. • Work with a strength-based approach with good interpersonal skills to engage with the family, young people and children.
Administration and Reporting	• Provide reports in an agreed format to the Senior Worker Integrated Family Services, and Program Manager Child, Youth and Family Services, monthly and as requested. • Participate in relevant Practitioners meetings.

	• Maintain accurate program and client case records according to Berry Street policy. • Maintain accurate client information on the required data base – IRIS and Berry Street internal system.
Program Development	• Assist in the development of the Family Case Manager role within the Inner Gippsland Child and Family alliance. • Ensure referral mechanisms and protocols to and from the program are maintained.
Evaluation	• Evaluate effectiveness of program against program objectives and values. • Adhere to the DFFH standards • Adhere to child safe standards • Participate in ongoing reviews of the program with the Program Manager and Senior Manager.
Other	• Assist in the development of the Family Case Manager role within the Inner Gippsland Child and Family alliance. • Ensure referral mechanisms and protocols to and from the program are maintained.

KEY SELECTION CRITERIA

- 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 practising and promoting self-care strategies.
- A commitment to the values of Berry Street and an ability to demonstrate these day to day as well as with involvement with marginalised children, young people and families.
- Experience in working with families in the health and welfare sector.
- Demonstrated specialist knowledge and experience in working with vulnerable children and families from a diverse background and presenting with a variety of issues and needs, including resistance to engagement with professionals.
- Demonstrated specialised knowledge of trauma informed practice and child development frameworks.
- An understanding of the issues confronting children and families involved in the child protection system.
- An understanding of key government policy directions and their impact on the community sector, including The Orange Door, MARAM, Information Sharing and Best Start as well as the child safety standards.
- Demonstrated experience in case management and group work interventions.
- Demonstrated ability to work collaboratively in an inter and intra agency framework to achieve the best outcomes.

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

- Excellent networking and assessment skills.
- Knowledge of The Orange Door and Children, Youth and Families Service system.
- An understanding of the MARAM framework.
- Familiar with the NCFAS and PEEM evaluation tools
- Knowledge of the Safe and together framework.

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
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.	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
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.	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
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