

	Position Title:	Foster Care Case Manager
	Division:	Foster Care
	Program:	Home Based Care
	Band:	A
	Salary:	Stream, Level 5
  	Date:	October 2026

ROLE PURPOSE

Berry Street provides foster care services for children and young people who have experienced abuse, neglect, family violence, or who cannot safely live with their birth families. The program recruits, assesses and supports foster carers to provide safe, stable and nurturing family-based care that promotes the wellbeing and development of children and young people.

The program also delivers a Therapeutic Foster Care model for children and young people with more complex needs and behavioural challenges. This model provides enhanced supports, including specialist therapeutic intervention, additional carer training, and increased financial assistance to strengthen carers' capacity to meet the therapeutic needs of children and maintain placement stability.

The Case Manager provides case management and care coordination for children and young people in foster care ensuring their safety, wellbeing, stability and development and plays a key role in supporting foster care families to provide safe, stable and therapeutic care.

Foster Care services are delivered across the Hume Region, including the City of Greater Shepparton and the Shires of Moira, Strathbogie, Murrindindi and Mitchell.

PRIMARY OBJECTIVES OF THE ROLE

The primary objectives of the role are:

- Promote the safety, wellbeing and development of children and young people in foster care through the provision of effective case management services.
- Develop, implement, monitor and review case plans that are child-centered, trauma-informed and aligned with care team goals, statutory requirements and permanency objectives.
- Build & maintain positive relationships with foster carers, children and young people to support stable, nurturing and sustainable care arrangements.
- Provide ongoing guidance, support and practical assistance to foster carers to enhance their ability to meet the needs of children and young people in their care.

- Work collaboratively with Child Protection, families, carers, schools, Take Two, health services & other key stakeholders to coordinate services and achieve positive outcomes for children and young people.

REPORTING RELATIONSHIPS

This role is based at our Shepparton Office in Berry Street's Hume Region, Yorta Yorta Country. It is part of the broader Home Based Care Program which also includes our Kinship Care Program.

This role reports to the Team Leader, Foster Care 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 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
Operational Service Delivery	• Provide comprehensive case management for children and young people in foster care, ensuring all services are coordinated and responsive to their individual needs. • Develop, implement, monitor and review case plans that support safety, wellbeing, permanency and developmental outcomes. • Complete regular placement visits with children, young people and foster carers in accordance with program and legislative requirements. • Build effective and respectful relationships with children and young people to ensure their views, wishes and experiences inform decision-making. • Co-ordinate and leave effective Care Team meetings, for all children placed in foster care • Support children and young people to maintain connections with family, culture, community and other significant relationships where appropriate. • Coordinate access to health, education, therapeutic and community-based services to support positive outcomes. • Provide regular guidance, support and supervision to foster carers to assist them in meeting the needs of children and young people in their care. • Ensure all practice is delivered in accordance with relevant legislation, standards, policies, funding requirements and organisational procedures. • Apply trauma-informed, child-centred and strengths-based approaches in all aspects of service delivery. • Promote placement environments that support healing, safety, connection and resilience. • Support carers to form appropriate, therapeutically informed relationships with children in their care. • To establish and maintain foster care placements for children requiring placement. • Support recruitment & retention activities for accredited foster carers.

Administration and Reporting	• To record accurately and appropriately all information and activities regarding the young person and to share relevant information to other professional staff as required. • Identify indicators of possible abuse and/or neglect and report according to Berry Street policies and procedures. • To notify the appropriate person of incidents as they occur and provide accurate information that is required for incident reporting. • Develop and complete Best Interest Plans, court reports, quarterly reports and other relevant DFFH statutory reporting requirements in the agreed format and in accordance with the required timeframes to ensure a high standard of client care. • Ensure all care-giver reimbursements are completed in accordance with the DFFH Care Allowance Policy & Procedure. • Complete funding applications and associated administration tasks and manage the expenditure of the brokerage allocation for clients & caregivers. • Maintain confidentiality and manage information in accordance with privacy requirements.
Community, Stakeholder Engagement & Program Development	• Build and maintain collaborative relationships with DFFH, Take Two, community partners and relevant stakeholders to support program delivery. • Participate in supervision, case reviews, audits and quality improvement activities. • Contribute to continuous improvement initiatives and the development of best practice within the Foster Care Program.
Child Safety and Safeguarding	• Promote and contribute to a child safe culture by prioritising the safety, wellbeing, participation and empowerment of children and young people. Comply with the Berry Street Yooralla Child Safety and Wellbeing Policy, Child Safety Code of Conduct, Child Safe Standards and all reporting obligations. Immediately report any concerns regarding the safety or wellbeing of a child or young person.
Other	• Other duties as required.

KEY SELECTION CRITERIA

- Demonstrated ability to flexibly manage competing priorities and stressful situations, monitoring own stress levels and practising and promoting self-care strategies.
- A sound understanding of the theoretical frameworks that underpin Berry Street's approach to out of home care, in particular child development, attachment, grief and loss and trauma.
- An understanding of the complexity of the service system and the issues involved in providing services to statutory clients
- To provide effective and targeted out of home care placements and support to children referred to the program, as well as their families.
- Demonstrated ability to hold the lead responsibility for care planning, including the utilisation of the Looking After Children (LAC) framework and processes for managing the day-to-day care of a child using a collaborative care team approach.
- Well-developed written and oral communication skills including the ability to manage risk assessments and safety planning including the writing of case notes, incident reports etc.
- Previous experience or exposure to working with volunteers and supporting them to provide a safe and caring home environment for children and young people placed in foster care.
- Experience in the provision of case management services to statutory clients.
- Well-developed knowledge of the CYFA 2005.
- Well-developed assessment skills congruent with the theories of attachment and trauma.
- Demonstrated ability to co-ordinate and lead Care Team meetings to effectively support the child to recover from the effects of abuse and related trauma.
- Understanding of the key considerations related to working with volunteer foster carers.

QUALIFICATIONS AND OTHER REQUIREMENTS

- A bachelor's degree qualification in Social Work, Youth Work, Welfare, Community Services, or a related discipline; or a Diploma qualification with 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.
- 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.

HIGHLY DESIRABLE

- Previous experience in Statutory Case Management
 - Previous experience working in Out of Home Care.
 - Knowledge and understanding of the current Children, Youth and Family Act.
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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.	[Daily
	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.	[Regular
Work Environment	Manage demanding and changing workloads and competing priorities.	[Daily
	Work in different geographic locations.	[Regular
	Be exposed to all outdoor weather conditions.	[Regular
	Work via computer from home as required.	[Not Applicable
	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.	[Daily
	Work in buildings which may require the use of stairs or elevators.	[Daily
	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
	Undertake training and professional development activities both internal and external to the organisation.	[Occasional
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