BERRY STREET YOORALLA	**Position Title:**	**Case Manager**
	Division:	**Complex Care**
	Program:	**Intensive Case Management Services**
	Band:	**A**
	Salary:	**Stream 1, Level 5**
	**Date:**	**October 2026**

ROLE PURPOSE

Berry Street Yooralla provides Out of Home Care services to children, young people and their families across Victoria. We provide Residential Care and Home Based Care services for young people unable to reside with their families, a contracted case management service for young people on Child Protection orders and a range of education and training programs for those young people who are unable to access mainstream education and training, including a Registered School in Morwell, and mentoring programs. Some young people are in all components of our services, others in one or two.

Berry Street Yooralla's Intensive Case Management Services (ICMS) provides case management and intensive support for young people aged 12-18 years who are on statutory orders with Department of Families, Fairness & Housing (DFFH), either through Child Protection or Juvenile Justice.

PRIMARY OBJECTIVES OF THE ROLE

The primary objectives of the Case Manager role are:

- Providing contracted case management of children and young people (largely clients that are on statutory protective orders) in accordance with Children's Court directions.
- Assisting children, young people and their families to minimise risk and gain stability.
- Promoting the maintenance of the child and/or young person with their family, extended family and other support networks.
- Developing stakeholder relationships within the community and be an effective advocate.
- Managing specific portfolios which will be determined based on identified needs at any given time

REPORTING RELATIONSHIPS

This role is based at our Morwell Office on Gunaikurnai Country.

This role reports to the Team Leader, Intensive Case Management 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	• Carry a case load of children and/or young people, dependent on degree of difficulty and level of risk. • Provide individual support through a direct casework service aimed at minimising protective concerns and maximising personal development through a range of intervention techniques. • Develop ways of engaging 'at risk' children, young people and families who may not have responded to traditional intervention. • Liaise with relevant services and advocate on behalf of 'at risk' children, young people and families to ensure access to resources and facilities where necessary. • Work with children, young people and their families and other significant people in their lives to facilitate contact, negotiate secure alternative accommodation options and provide assistance with conflict resolution as appropriate. • In cases where there is contracted case management, develop in conjunction with clients, referring DFFH worker and case planner, Case Management Service Team Leader, Senior Manager of Complex Client Services and others as appropriate, individual case plans which specify objective of intervention, anticipated timelines, and tasks and responsibilities necessary for their achievement. • Negotiate with DFFH and other service providers to ensure coordinated and co-operative service delivery. • Be prepared to carry a mobile telephone and complete regular outreach activities, responding to crises when required. • Represent Berry Street Yooralla as required.
Administration and Reporting	• Provide reports to the Team Leader or Senior Manager as required and requested. • To maintain the confidentiality and safety of all young people's files ensure compliance with Privacy legislation and information sharing schemes. • To maintain appropriate, factual and timely case notes, completing mandatory reporting on systems • Prepare all reports and documents as required by DFFH, Berry Street Yooralla, Children's Court or other relevant person or service. • Prepare Critical Incident Reports for DFFH and Berry Street Yooralla as required.

Community, Stakeholder Engagement & Program Development	• Build and maintain collaborative relationships with DFFH, community partners and relevant stakeholders to support program delivery. • Engage in constructive communication with team members and other professionals. • To keep abreast of relevant theoretical legislative and policy documents. • Develop and maintain key relationships in DFFH to improve outcomes for clients.
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	• Participate in team and organisational meetings and professional development opportunities. • Be prepared to work in similar positions within the Complex Client Services programs where required and appropriate. • Required to travel between sites depending on program and role requirements. • Other duties as required.

KEY SELECTION CRITERIA

- Excellent written and verbal communication skills, including presentation and facilitation skills.
- Demonstrated ability to manage competing priorities and stressful situations while practising appropriate self-care.
- Demonstrated experience in working with children and young people who have complex needs and on Statutory Protective and Youth Justice Orders.
- Knowledge of the nature of protective issues, homelessness, trauma and attachment, disability and the impact of these on emotional and behavioural development.
- Experience applying a range of assessment, intervention and interactive skills with young people displaying difficult to manage behaviours.
- Demonstrated experience in advocacy, networking, program promotion, cooperative work and liaison with the government and non-government sector.
- Knowledge of the Children, Youth and Families Act (2005) and Protection and Care's Best Interest planning principles and procedures and relevant legislation.
- Exceptional skills in working within a team environment, as well as autonomously when required.
- Willingness to work flexible hours as determined by the demands of the position, including on call/recall support to clients and other members of the staff team.
- Demonstrated ability to liaise with DFFH, and other relevant government and non-government agencies at both casework and program development levels and demonstrated links with existing relevant networks within the youth work field.

QUALIFICATIONS AND OTHER REQUIREMENTS

- A Diploma level qualification in Social Work, Youth Work, Welfare, Community Services, or a related discipline is required, however a Bachelor level qualification is preferred.
- Case Management experience is required.
- 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

- Bachelor level qualification in Social Work, Youth Work, Welfare, Community Services, or a related field.
- Experience in working at the DFFH or another similar agency.
- Experience undertaking contracted case management within DFFH, Child Protection or another similar CSO.

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.	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.	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.	Regular
	Work rostered hours with the possibility of overtime.	Occasional
	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.	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.	Regular
	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