

Community Living Association Inc

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Managing: Community Living Program, ARROS, Community Connections & BEROS

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Dear Applicant,

Thank you for your interest in the position of Senior Case Manager at Brisbane Emergency Response Outreach Service (BEROS). Please find attached an application kit containing the following documentation:

- Position Description (Senior Case Manager)
- Selection Criteria
- Trauma, Vicarious Trauma, Burnout and Self Care Policy and Procedure

Brisbane Emergency Response Outreach Service (BEROS) works with young people 12-18 years who are in the care of child safety and are self-placing, sleeping rough and/or couch surfing. BEROS works alongside Moreton Region Child Safety and other key stakeholders to support young people to re-engage in placements/safe housing and their relationship with Child safety- whilst also supporting young people to link in with other support agencies to achieve their goals.

BEROS is seeking 2 highly skilled Senior Case Manager's to provide support to young people (12-18years) in the care of child safety who are accessing BEROS support services.

This is a full-time position 38 hours/week). Remuneration is at a SCHCADS Level 5.1 (Social and Community Services Pay Scales). There is opportunity to increase your income through inclusion in our salary sacrificing program. The SCHCADS award can be accessed here:

https://www.fwc.gov.au/documents/documents/modern_awards/award/ma000100/default.htm

Benefits of working in BEROS:

- Diverse practice and skill development opportunities.
- Receive day to day practice support and regular formal supervision by a qualified and experienced Social Worker (weekly during probation and monthly after probation).
- Attend weekly team meetings for case reflections and team development
- Comprehensive induction and internal training sessions
- Mobile Phone
- Not for profit salary packaging

Please note there are 2 positions being advertised. One position will be located in Petrie and the second in Wavell Heights both positions will require flexibility to travel broader Brisbane region. Both positions are full time.

Upon completing your reference, please indicate which area you are applying for or whether you wish to be considered for both positions.

If you are interested in applying, please provide responses to the selection criteria attached including examples to illustrate your practice. Applications are due by 5 pm Tuesday 18th May 2021.

Yours sincerely,
Chloe Warrell
Team Leader

Community Living Association Inc

Brisbane Emergency Response Outreach Service (BEROS)

Senior Case Manager (Outreach Worker)

Role Description

Purpose of Position:

To provide Senior Outreach case management/case work support to young people (12-18years) in the care of Moreton Region child safety (Brisbane and lower North Coast districts) who are self-placing, sleeping rough and/or couch surfing and accessing BEROS support services. The Brisbane site is located in Wavell Heights and the Lower North Coast site is located at Petrie.

The role of the senior outreach worker is to provide direct daily support to the BEROS team in their allocated district, as well as completing the usual case management responsibilities. Please note this is a full time position.

Tasks include:

- Providing direct day to day support to case managers and overnight support workers within their allocated district and completing some management tasks as outlined below
- Provision of supervision both group and individual to overnight support workers within their allocated district
- Providing outreach case management/case work support to young people in the care of child safety (12-18years) who are self-placing and accessing BEROS support services

Responsibilities:

- Coordination of the BEROS team within their allocated district which may include:
 - o Direct support to case managers day to day (problem solving, case planning support and debriefing)
 - o Daily tasks such as management of data (CTARS/excel), night emails to BEROS STH and overnight workers
 - o Networking and advocacy within their allocated child safety district
 - o Identifying areas in which the team would benefit from further and ongoing professional development and working with BEROS Team Leader to address
 - o Admin tasks including, but not limited to:
 - Timesheets for overnight workers on a fortnightly basis
 - Rostering for overnight workers on a 6 weekly basis
 - Coordination of district team meetings including time setting and agenda
 - Coordination and co-facilitation of group supervision for overnight workers 5 weekly
 - On call support to overnight workers and street to home (based on a 6 weekly roster shared amongst case managers)
 - Responsibilities within the house for their allocated district including maintenance, cars, etc

Case Management Support including, but not limited to:

- o Liaising with BEROS street to home & overnight support team/child safety service centres and other significant stakeholders to ensure safety and well-being of young person/s
- o Meaningful engagement with young person/s
- o Harm minimisation/safety planning/supporting young person to de-escalate
- o An approach to practice which is trauma informed
- o Outreach to residential placements or addresses/spaces young person/s may be self-placing/living

- Administration: case notes, critical incident reports and data entry + contributing to house/office space cleaning
- Advocacy alongside/on behalf of young person for access to resources
- Attendance to stakeholder, family group and high intensity care team meetings

Senior Case Managers are required to:

- Be available for weekly team meetings
- Be available for whole of service quarterly team meetings
- Be available for 6 weekly district team meetings
- Be available for formal supervision with BEROS Team Leader and day to day debriefing and support when required
- Be available for regular and ongoing professional development
- Be available for ongoing networking opportunities within the sector: attending interagency meetings both NGO and government
- Be part of an on call roster to provide support to the overnight teams
- Work as part of the BEROS team (under the CLA principles and policies)
- Follow directives given by BEROS team leader

Accountability:

- To the BEROS team leader- Chloe Warrell 0447 385 199
- The position includes line management responsibility for overnight support workers within the BEROS team.

Contract:

- June 2024 with possible extension

Selection Criteria: BEROS Senior Case Manager

The successful candidate will have a demonstrated ability and/or capacity to perform the tasks outlined in the selection criteria listed. Please note – it is essential to write ½ (at least) – 1 page responses for each selection criteria (with the exception of SC8).

SC1 – Highly developed skills in proactive communication and relationship building with young people

SC2 - Demonstrated knowledge and understanding of trauma and attachment and how this impacts the development of children and young people, especially those in the Child Protection system.

SC3 – Demonstrated ability to work across systems including community sector and government agencies (especially the Child Protection system)

SC4 – Demonstrated skills to work with diverse communities including ABTSI, CALD and LGBTIQAP+ young people, families, services, and communities.

SC5- Demonstrated ability to respond to crisis and escalated behaviours displayed by young people in times of stress

SC6 - Ability to reflect on work, participate effectively as a member of a team and contribute to further development of the service.

SC7 – Demonstrated ability to undertake more senior role responsibilities such as rostering, timesheets, facilitating team meetings and supervising staff.

SC8 - Current drivers licence and access to private vehicle for work purposes.

ONLY Bachelor in Human Services, Social Work or similar considered.

Upon completing your reference, please indicate which area you are applying for or whether you wish to be considered for both positions.

The successful applicant's appointment will be subject to the 'working with children check'.

SCHCADS Award Level 5.1

Applications in writing (not hand written) to:-

reception@communityliving.org.au

Applications close COB Tuesday, 18th May 2021

Community Living Association

POLICY AND PROCEDURES

Trauma, Vicarious Trauma, Burnout and Self-Care

PREAMBLE

Work in community services and at CLA can be stressful and tiring as well as fulfilling and rewarding. The work at CLA can also involve working with people who have experienced trauma and may be experiencing trauma on a continuing basis. Work at CLA can also at times include involvement in situations where workers (paid staff) and volunteers may feel personally threatened. This happens rarely but can happen.

CLA identifies these potential not as a way of deterring people from working in the organisation but as a reality which people should be prepared for.

We encourage prospective workers, including students at CLA to reflect on their personal history of trauma and whether a) this might prevent them applying for a job at CLA or b) whether it is something they consider in their self-care plans. Prospective workers are encouraged to reflect on how they will plan for an appropriate work/life balance, monitor their sleep and self-care plans; if you are successful in being offered a position at CLA we will support you to reflect on these matters.

POLICY

CLA recognises the potential for burnout, vicarious trauma and trauma impacts of this work and will work with its workers to maintain appropriate self-care.

PROCEDURE

- Applicants for work at CLA will receive a copy of this policy and procedure as part of the Application Pack – included in Recruitment Checklist.
- Interview processes will include questions related to potential for exposure to vicarious trauma and trauma.
- This policy will be included in Induction Checklist.
- Supervision will include checking with workers on self-care plans and strategies. This will be written into every supervision agreement. (See Supervision Agreement)
- Workers are encouraged to consult resource material on burnout/vicarious trauma and trauma/self-care and sleep hygiene. (See Related Documents)
- Team Leaders and workers are reminded that if there are concerns about worker safety then safety plans need to be established. (See Section 2.4.12 Outreach Worker Safety Policy)
- It is not an expression of personal failure for workers to experience fatigue, apprehension or distress. It can be a natural reaction to stresses on the job. We encourage workers to be open about these feelings with their supervisor.
- Where workers are experiencing negative impact due to the work, team leaders will engage with them around remedial actions. These may include: self-care plans, safety plans, counselling, critical incident responses, disengagement from certain situations.