

BEROS Case Manager - Petrie

12-month Maximum Term contract

Thank you for your interest in the position of **Case Manager** at **BEROS**. We invite passionate, creative and values driven people, who enjoy direct practice with young people to apply to join our team of committed social and human service practitioners.

BEROS is a partnership between Community Living Association (CLA) and Micah Projects Inc to provide outreach and emergency accommodation to young people 12 - 18 years of age, who are in the care of the Department of Child Safety and are identified as self-placing (which may include sleeping rough) in the Brisbane, Moreton Bay and Sunshine Coast regions.

The **BEROS service** support young people to build community connections, increase safety and sense of stability, and address their immediate needs such as accommodation, access to resources and safe caring relationships. BEROS also support young people to identify and work toward their goals at their own pace, such as engaging in education or employment, maintaining positive peer relationships, enhancing family and cultural relationships, and preparing for their transition to adulthood.

First Nations people with relevant knowledge and skills are encouraged to apply.

Qualifications in Social Work, Human Services or similar are preferred, but not required where applicants can demonstrate experience in supporting young people. CLA offer ongoing, professional supervision to support emerging practice, tailored to your gifts and interests.

This is a full-time position of 38 hours per week. Remuneration is at a SCHADS Level 4 (Social and Community Services Pay Scales). There is opportunity to increase your income through inclusion in our salary sacrificing program. The SCHADS award can be accessed here:

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

The successful applicant will be offered a 12-month locum position, to cover maternity leave. Please note, the locum period may be varied if the worker on parental leave wishes to return to work earlier or later than their agreed return date. We will ensure to communicate any of these changes with you within appropriate timeframes.

The position is based in Petrie but requires travel to the Sunshine Coast and North Brisbane.

To determine if this role is the right fit for you, please find within this application kit the following documentation:

- Position Description (BEROS Case Manager)
- BEROS Practice Principles
- What young people in out of home care would like you to know about self-placing
- Trauma, Vicarious Trauma, Burnout and Self Care Policy and Procedure

To apply for the position of BEROS Case Manager please submit the following documents:

1. Curriculum Vitae (Please include name, position, and contact details of 3 referees who can comment on your work)
2. Cover letter answering the questions below (half page response per question). Please include examples to illustrate your practice when responding to the questions below. Applications with no response to the questions below will not be considered.

Questions to respond to in cover letter:

1. From the document provided in the application kit *'What young people in out of home care would like you to know about self-placing'* what advice from young people resonated with you and why? How will you implement their advice in your practice?
2. What are 4 key skills and values from your practice framework that you apply to working alongside young people? Provide examples.
3. How does your knowledge of trauma and attachment guide your practice with young people? Give an example.
4. What is your approach to working with diverse communities including Aboriginal and Torres Strait Islanders, People from Culturally and Linguistically Diverse backgrounds, people with disabilities and LGBTIQAP+ young people, families, services, and communities. Provide an example.

Applications are due by 5pm September 26th, 2024. Shortlisted applicants will be interviewed in the first week of October, 2024. Please forward applications in writing to reception@communityliving.org.au

Should you wish to enquire further about this position or have any questions about what it is like to work for BEROS we welcome your phone call! Please contact Toni Sumner on 0447 385 199.

BEROS Case Manager Role Description

The role of Case Manager is to provide outreach-based case management support to young people referred to the service, contribute to service development and a positive team culture.

Providing outreach case management:

- Meaningful engagement & proactive outreach: to actively support young people with complex support needs to address barriers to achieve goals.
- Crisis intervention: using trauma-informed practice skills, including de-escalation, harm reduction, risk assessments and safety planning.
- Administration: case notes, critical incident reports and data entry, including quarterly case studies
- Advocacy: alongside & on behalf of young people
- Attendance: at stakeholder, family group and high intensity care team meetings
- Liaising: with BEROS street to home & overnight support team/child safety service centres and other significant stakeholders to ensure the safety and well-being of young people

Contributing to service development and positive team culture:

- Work as a member of the BEROS team, provide back up support and assistance to other team members as required
- Respectfully and actively participate in reflective practice, staff development activities, and building a positive work environment.
- Attend weekly Case Management team meetings & 8 weekly whole of BEROS team meetings
- Engage in formal supervision with the BEROS Team Leader, day to day debriefing with colleagues, and ongoing professional development
- Engage in ongoing networking opportunities within the sector
- Be part of a flexible on call roster to provide support to the after-hours team

As part of this role, you will also be required to share duties around the running of the BEROS house. This includes cleaning, grocery shopping, and sometimes coming in early to support young people accessing overnight support to get up and ready for their day.

Qualities of BEROS Case Manager

- Exercise initiative in developing case work with young people including undertaking risk assessments, planning for intervention and ongoing evaluation.
- Work independently to conduct holistic assessments, problem-solve and respond to young people with complex needs.
- Actively contribute specialised skills and knowledge, as outlined in the role requirements, internally and externally, and support other practitioners in the team.
- Use discipline skills and knowledge to work with people engaged in multiple and complex systems, e.g. NDIS, Child Safety, Youth Justice/Criminal Justice, Housing, Centrelink, Health, Mental Health
- Manage time, set priorities, plan and organise their work, and engage in their own professional development and supervision.

- Advocate, communicate, and collaborate effectively with internal and external stakeholders in complex systems to meet the needs of young people in care.
- Engage in critical reflection individually, and as part of a team, to develop practice and practice responses to enhance outcomes for young people.
- Work both autonomously and in collaboration with the BEROS Team and external stakeholders.
- Apply CLA's Practice Framework, BEROS' Practice Framework, and CLA's Policies and Procedures in the work, to ensure best practice and to 'champion' the rights, needs and hopes of the young people we work with, and contribute to their development and transition from care.
- Proactively develop knowledge and understanding of the systems impacting on young peoples' living, including child protection, the youth justice system and NDIS.
- Demonstrate a commitment to social justice and an understanding of how best to access, advocate for, and maintain services for young people with complex needs.
- Utilise communication and advocacy skills to enable young peoples' voices to be heard and ensure their access to resources.
- Network and collaborate with young people, families, significant others, community members and service providers to develop joint responses to the needs of marginalized young people.

Requirements

- Tertiary qualification in social work, human services, or a related discipline is preferred, but not required
- Specialised knowledge and/or experience in developmental practice and working with people with complex support needs.
- A comprehensive understanding and skills in Relational Practice, Harm reduction, Trauma-Informed Practice, Crisis Intervention and Capacity Building Framework.
- A commitment to social justice and an ability to use advocacy skills in practice.
- Sound knowledge and skills in working with people from culturally and linguistically diverse backgrounds, Aboriginal and Torres Strait Islanders, and the LGBTIQ community.
- Driver's License
- Blue Card "Working with Children Check"
- COVID 19 vaccination as per CLA Policy (2 vaccinations and 1 booster)

Accountability

- The Case Manager is accountable to the BEROS Team Leader
- They are required to follow CLA's Policy and Procedures and statutory requirements.
- In accordance with the Staff Supervision and Staff Development Policy, regular supervision will occur with the Team Leader. Weekly during 6-month probation, then monthly.
- Workers will be supported with opportunities for ongoing professional development.

BEROS Practice Principles

Listed here are the key ideas and themes that inform our approach to working alongside young people in out of home care with complex support needs.

Relationship	Relationship building is a fundamental element of BEROS practice. The cohort of young people we work with, have often had negative experiences of service intervention, and lack trust in workers. BEROS invest time and resources into building trust and developing a professional relationship. Our approach to relationship building is trauma informed and considers young people's attachment styles. Furthermore, it is flexible and changes for each individual young person. Time spent building relationship with a young person could include scheduling in activity days, catch ups over food, outreach to the young person's safe space, engaging with other important people in the young person's life, and getting to know the young person's interests rather than their background or history in care.
Voluntary Cooperation	Working from a principle of voluntary cooperation, BEROS understands that for young people who may be experiencing crisis, it can be difficult to keep a service at the forefront of their mind. BEROS maintains a consistent and persistent effort to engage with them. As a service, BEROS does this by maintaining a non-judgmental and guilt free open door, which allows young people to engage or connect with workers when they are ready to do so. BEROS understand that lives are complex and at times young people might not have the time or space to engage with a service. Sometimes BEROS hangs around in the background for several months but is in contact regularly to encourage 'relationship building' activities – even if that means going for a drive and getting a feed.
Confidentiality Across Systems	BEROS workers build trust and rapport with young people by maintaining their privacy and confidentiality. Young people in the Child Safety system are often familiar with the note taking and report writing processes that Child Safety Officers, placement workers and stakeholders adhere to. In most cases young people have an assumed knowledge that their information is openly shared between stakeholders. This has been most evident by the reaction and feedback from young people when we explain our position on confidentiality. Young people have been brought to tears by the notion that BEROS do not receive their file when we take their referral. Instead, BEROS workers want to meet young people 'where they are at' and get to know them for the person they are today. The information they choose to share with us is at their discretion and will remain within our service.
Transparent Practice	BEROS aim to be transparent in our practice from the moment a young person is referred to the service. Workers start this conversation with our initial induction and maintain open and honest communication throughout our working relationship. Workers explain the voluntary nature of our service and our privacy and confidentiality policy. We note that this is not a once off conversation and guarantee that we will continue to talk to young people about how they would like us to engage with the systems around them.
Young Person Takes the Lead on Change	Through trust and transparency built with a young person, BEROS can have open conversations with young people about what they want and where they are at. BEROS do not hold the position of 'expert' in the work. Instead, we encourage self-determination in the young person. While we maintain a future focus, BEROS acknowledges that change does not always have measurable outcomes. For young people with complex support needs, 'change' can be engaging in harm-minimisation strategies or accessing services to

	ensure their basic needs are met. Whatever their goal may be on any given day, BEROS work alongside young people to meet their needs and are always there to celebrate their successes.
Work with the Young Person's Reality	As a team BEROS commits to physically and emotionally meeting a young person where they are at. Through the therapeutic alliance BEROS workers can provide a level of attunement that allows a young person to feel valued and emotionally safe. This means working within the young person's current reality and understanding of truth. Rather than challenging their perception of what may be occurring, BEROS sit with and acknowledge the young persons lived experience. When we sit with this reality, we can validate their experience and assist them to emotionally regulate.
Unconditional Positive Regard	Unconditional positive regard is a term coined by Carl Rogers and is an integral part of his client-centred approach. This does not mean that we must like each of the persons choices, but that we accept who they are at a level deeper than surface behaviour. When discussing this cohort of young people and the complexities in their lives, we often hear young people being labelled by the choices they have made or by some the behaviours they exhibit. Young people are very aware of how they have been labelled and how they are viewed by the adults in their life, or society in general. Unconditional Positive Regard asks us to challenge this stigma and respect the young person as a human being with their own free will, operating under the assumption that they are doing the best they can.
Sitting with Risk	BEROS workers often hold a lot of knowledge about a young person's self-placing arrangement and must be comfortable sitting with the risks associated with it. When assessing risk, BEROS consider the young person's current context, which is informed by our relationship with them. BEROS workers make assessments about how much information is shared with Child Safety and discuss this openly with the young person. When safety planning alongside a young person, BEROS workers acknowledge the limits to confidentiality and discuss situations where we may need to disclose information to Child Safety and broader support networks. For example, when a young person is at immediate risk of harm to themselves or others.

What young people in out of home care want you to know about self-placing

The following shares the voices of 11 young people who took part in interviews about their experience of self-placing as part of a research project conducted by the University of Queensland.

- ❖ Be kind, patient, compassionate, person-centred, empathetic, curious, non-judgmental, and trauma informed.
- ❖ Be respectful of young people's belongings - it might be all they have.
- ❖ Give young people information about all the possible resources, services and support they are entitled to - especially after-hours services.
- ❖ Stress your availability to young people. Be transparent about the future and provide stability where possible.
- ❖ Support young people to have a safety plan in case their placement doesn't work out. This could involve using other services or making a safe word.
- ❖ Advocate for the needs of young people with Child Safety and other services and provide guidance where possible.
- ❖ Support young people to secure their future by providing resources – eg. Centrelink support, housing application, driver's licence, updated resume etc.
- ❖ Understand AOD and other typically "naughty" behaviours as mechanisms for survival, and encourage harm minimisation approaches.
- ❖ Don't make promises you can't keep about staying in touch when you leave. This is how young people lose trust in workers.
- ❖ Most importantly: Ensure young people have access to the basics – food, transport, a phone and a place to stay

Venables, J., Healy, K., & Cullen, J. (2022). Enhancing outcomes for young people in out-of-home care who 'self-place': Optimising practice and policy responses. The University of Queensland

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 this 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.