

First Nations Identified Case Manager – BEROS Recruitment Pack

Roles Available	2x First Nations Identified Case Managers
Locations	Brisbane/Moreton Bay; Sunshine Coast/ Gympie
Employment	Full-time, 12-month contract
Contact	Toni Sumner, BEROS Team Leader — 0447 385 199



Welcome

We are glad you are interested in joining BEROS. This recruitment kit is here to help you understand the role, the team, and the kind of work we do with young people.

We know that applying for a role can take time and energy. We encourage you to read through the information, think about whether the role feels like a good fit, and contact us if you would like to yarn before applying.

About the role

This is an identified role for an Aboriginal and/or Torres Strait Islander person who wants to make a real difference with young people in care who are staying away from approved placements.

BEROS is recruiting two full-time First Nations Case Managers:

- one role working across Brisbane and Moreton Bay
- one role working across the Sunshine Coast and Gympie region

Each role is 38 hours per week on a 12-month contract, with possible extension if BEROS funding continues.

Pay is SCHADS Level 4 or 5, depending on qualifications and experience. Salary packaging is available.

About BEROS

BEROS is a partnership between Community Living Association and Micah Projects. We support young people aged 12 to 18 who are in the care of child safety and are self-placing away from their approved placement, sleeping rough, or staying somewhere unsafe or unstable.

We provide outreach-based case work and emergency overnight support to help young people stay safer, feel more stable, connect with people who matter to them, access information and resources, and work towards their own goals.

What the role involves

This active outreach role involves building trust, responding during crisis, supporting safety and connection, and walking alongside young people as they set their own goals.

You will not be expected to have all the answers. The role is about showing up, listening well and helping young people connect with the people, places and supports that matter to them.

In this role, you will:

- provide outreach and case management support to young people with complex needs
- help young people respond to immediate needs, reduce harm and improve safety
- support connection to family, kin, community and Country, where wanted and safe
- attend stakeholder meetings
- speak up for young people's views, rights, choices and access to resources
- complete case notes, incident reports and other records needed for safe practice
- take part in supervision, debriefing, reflection and team planning

What we offer

BEROS will support you with:

- regular supervision with the BEROS Team Leader, plus external cultural supervision
- a reflective, supportive team environment
- training and professional development, including an individual training budget
- opportunities to connect with Aboriginal and Torres Strait Islander networks in your region
- a mobile phone, laptop and access to a work vehicle for outreach
- flexible work arrangements, where needed and agreed
- paid and unpaid cultural leave, as well as standard leave entitlements.

You will not carry cultural responsibility alone. BEROS is committed to cultural safety, shared reflection, team learning, and support around the work.

What we are looking for

We welcome applicants who can work safely, respectfully and practically with young people, families, kin, communities and services.

You will need:

- to be an Aboriginal and/or Torres Strait Islander person
- experience working with young people with complex support needs
- an understanding of relationship-based practice, harm reduction, trauma-informed practice, crisis response and capacity building, or a willingness to learn
- a commitment to fairness, self-determination and speaking up for young people
- a current driver's licence
- a Blue Card for working with children, or the ability to get one
- a First Aid and CPR Certificate, or willingness to get one within the first three months of employment

A qualification in social work, human services, community services, or a related area is valued, but not required.

Practical duties and reporting

The role includes outreach case management, shared practical duties at the BEROS house, some early starts to support young people who have stayed overnight, and participation in an after-hours on-call roster.

The First Nations Case Manager reports to the BEROS Team Leader. The role is guided by CLA policies, BEROS practice principles, and relevant legal and organisational requirements.

How to apply

Please send us:

1. your resume, including the name, job title and contact details of three referees who can comment on your work
2. a cover letter of no more than three pages responding to the questions below.

Please use brief examples from your practice, work, community or life experience.

Cover letter questions

1. This is an identified role for an Aboriginal and/or Torres Strait Islander person. Please tell us how you meet this requirement and what this role means to you as a First Nations person.
2. From the young people's advice about self-placing (found below in the application pack), what stood out to you? How would it guide the way you work as a First Nations Case Manager?
3. What are four key skills or values you bring to working alongside young people? Please give an example from your experience.

4. Can you give an example of how you have used cultural knowledge to support a client, family or community?

Application details

Applications will be reviewed as received, with interviews occurring on a rolling basis until the two positions are filled.

Please send your application to reception@communityliving.org.au.

If you would like to yarn about the role, the team or whether your experience fits, please contact BEROS Team Leader Toni Sumner on 0447 385 199.

What is included in this recruitment kit

This pack also includes:

- Role Description
- BEROS Practice Principles
- Young People's Advice about Self-Placing
- CLA Policy: Trauma, Vicarious Trauma and Burnout

Role Description

First Nations Identified Case Manager – BEROS

Purpose of the role

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

About the First Nations Identified Role

This is a First Nations identified position. The role is open to Aboriginal and/or Torres Strait Islander applicants and recognises the importance of First Nations knowledge, cultural connection, lived experience and community relationships in strengthening support for young people. The Case Manager will work with all young people referred to BEROS, not only Aboriginal and Torres Strait Islander young people, while contributing cultural knowledge, culturally safe practice and strong relational approaches across the team.

The role will support BEROS to build stronger engagement with First Nations young people, families, Elders, community members, organisations and cultural supports where this is appropriate and led by the young person. This includes supporting culturally informed assessment, advocacy, safety planning, transition planning and connection to identity, kin, community and Country. The role also helps the team reflect on practice and strengthen culturally safe, trauma-informed and developmentally focused responses.

Providing outreach case management

- Build respectful and culturally safe relationships with young people, including young people who may feel disconnected from formal supports, family, community, or culture.
- Provide harm reduction/ safety planning/ and support to de-escalate and reduce risk.
- Practice in ways informed by knowledge of trauma, attachment, disability, and cultural humility.
- Complete case notes, incident reports, data entry and other administration tasks.
- Advocate alongside and for young people to access resources and ensure their rights are upheld & voices are heard.
- Attend stakeholder meetings when young people have consented.
- Work with Beros Street to Home, Overnight Support, Child Safety Service Centres and other key people to support young people's safety and wellbeing.

Contributing to service development and team culture

- Attend weekly Case Management team meetings.
- Attend regular meetings with the wider Beros team, including Street to Home and Overnight Support workers.
- Take part in regular supervision with the Beros Team Leader and day-to-day debriefing.
- Take part in training and professional development.
- Write quarterly case studies that show Beros practice and the impact of the work.
- Support the shared running of the Beros houses.
- Network with other services and people in the sector.
- Take part in a flexible on-call roster to support overnight teams.
- Work as part of the Beros team and follow CLA principles, policies and procedures.
- Follow reasonable directions from the Beros Team Leader.

The role also includes shared duties in the Beros house. This may include cleaning, grocery shopping, helping keep the house organised, and sometimes coming in early to support young people using overnight support to get ready for the day.

What the Case Manager needs to do well

- Use initiative when working with young people.
- Complete & regularly review risk assessments, safety & support plans.
- Work with young people who have complex needs and may be involved with many systems.
- Work with systems such as Child Safety, Youth Justice, NDIS, housing, Centrelink, health and mental health services.
- Manage time, set and review priorities daily, and ask for support when needed.
- Advocate clearly and respectfully with young people, family, kin, community members, cultural supports, Beros staff and external services.
- Reflect on practice, and decision-making, both individually and with the team.

- Support Aboriginal and Torres Strait Islander young people's right to culture, identity, belonging and self-determination.
- Work well on their own and as part of a team.

Responsibilities

- Provide outreach support to young people with complex support needs.
- Help young people identify their goals, reduce barriers and access the support they need.
- Use CLA's Practice Framework, BEROs' Practice Principles, and CLA policies and procedures.
- Stand up for young people's rights, needs, hopes, culture and identity.
- Use crisis support skills, including de-escalation, harm reduction, risk assessment and safety planning.
- Build knowledge of the systems that affect young people, including child protection, youth justice and NDIS.
- Support young people to have their voice heard in decisions that affect them.
- Support Aboriginal and Torres Strait Islander young people to name what culture, connection and support mean for them.
- Work with young people, families, kin, significant others, community members and services to create joined-up support.
- Use respectful language in case notes, reports, meetings and advocacy.
- Take part in supervision, reflective practice, team meetings and staff development.
- Help create a positive and supportive work environment.
- Support other BEROs team members when needed.

Requirements

Essential

- This is an Identified Position. Applicants must identify as an Aboriginal and/or Torres Strait Islander person. Exemption is claimed under the relevant provisions of the *Anti-Discrimination Act 1991 (Qld)*.
- Demonstrated experience working with young people experiencing complex support needs.
- Experience working with Aboriginal and Torres Strait Islander young people, families and communities.
- Knowledge and understanding of Aboriginal and Torres Strait Islander cultures, communities and contemporary issues.
- Demonstrated ability to apply culturally safe and trauma-informed practice.
- Strong advocacy, relationship-building and communication skills.
- Understanding of developmental, relational and strengths-based practice approaches.

Desirable

- Tertiary qualification in Social Work, Human Services, Community Services or a related discipline, or equivalent experience.
- Existing relationships with local Aboriginal and Torres Strait Islander organisations and networks.
- Experience in youth homelessness, child protection, youth justice, disability or community services sectors.

- 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.
- First Aid Certificate, or willingness to get within first 3 months of work
- Driver's License
- Blue Card "Working with Children Check"

Accountability

- Case Managers are accountable to the Beros Team Leader
- They are required to follow CLA's Policy and Procedures and statutory requirements.

BEROS practice principles

Listed here are the key ideas and themes that inform Beros' approach to working alongside young people.

Relationship

"Because I find it hard to trust people and open up and talk to them. So, they [BEROS] made an effort to get to know me and everything" - Venables, 2020.

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

"I had the option. It was you could work with us and we'll help you out with a lot of the support stuff. Or you could easily just say no and we wouldn't bother you again. And I felt like that was really good because it gave me the choice. Well, if I wanted to work with [BEROS] or not." - Venables, 2020.

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

"Yes, they don't tell Child Safety or anyone anything unless they feel like I'm in danger... It feels good. I've told [worker] a lot of things and I feel safe" - Venables, 2020.

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

"They're professionals, but they're also not really. So, they'll help you with a lot of things, but they're also people you can turn to and talk to, but not as someone professional but someone as a friend. You can trust them as that sort of person." - Venables, 2020.

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

"Oh, they supported my decision making 100%. I would say one thing and even though they wouldn't go, 'well, that's a bit of a stupid idea, I don't know what you're on there', but [they would say], 'just know the repercussions if you are actually doing this'." - Venables, 2020.

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

"It actually felt amazing. Because knowing that my entire life I've had no one to talk to and nobody to get to listen to me. And now that I've finally got someone to talk to, it felt so fulling." - Venables, 2020.

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 person's lived experience. When we sit with this reality, we can validate their experience and assist them to emotionally regulate.

Unconditional Positive Regard

"...even though they didn't know you, they had no clue about you. Or they knew just what was on your files. It was really good to have a smiling face that didn't care about where you had come from. Or what you had been through. They were just there to help you." - Venables, 2020.

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 person's 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 of 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

This advice comes from 11 young people who spoke about self-placing as part of a University of Queensland research project. They asked workers to focus on respect, honesty, safety planning and basic needs.

Young people said workers should:

- Be kind, patient, compassionate, person centred, empathetic, curious, non-judgemental 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 afterhours 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.

Source: 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 these potentials 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 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

- CLA will take proactive measures to reduce the impacts of trauma, vicarious trauma and burnout by providing regular supervision, team building opportunities, team meetings and professional development.
- 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/selfcare 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.
- Where a worker is experiencing, or is at risk of experiencing burnout, vicarious trauma or trauma (eg. Following a critical incident) they may request or be offered up to 3 counselling sessions with an external social worker or psychologist. Where this is considered beneficial to the work, the worker and their team leader will seek approval from the Coordinator or the Practice Manager. Where approved by the Coordinator or Practice Manager, CLA Inc will pay the reasonable cost of the sessions and the workers hours to attend. Where these sessions occur outside of the workers ordinary hours, they are entitled to take the hours as Time off in Lieu / flex time at one to one ordinary hours.
- Where a critical incident has impacted multiple workers or teams, the CLA Coordinator or Practice Manager may contract an external provider (eg. A Social worker or psychologist) to provide a group debrief and / or group supervision session with the impacted workers or teams.

Related documents

- <https://vikkireynolds.ca/resisting-burnout/>
- 10 Phrases you hear in resilient families
- 10 Reasons You Should Stop Working Long Hours Today
- Self-Care Plans and Well Being Scales

- SMART Selfcare Template
- Top Up Sheet - Healthy Mind Platter
- Vicarious Trauma
- What About You: A Workbook for Those Who Work With Others
- 10 Resilience and Bounce Back