



Applying for a JCPR Caseworker role with Communities and Justice

Why work for Communities and Justice?

As Australia's largest child protection provider - Department of Communities and Justice (DCJ) we value our workforce and pride ourselves in offering generous benefits including:

- Rewarding career opportunities
- Flexible working hours
- Generous leave provisions and;
- Ongoing industry recognised training and support

At DCJ, we encourage families and communities to value, protect, and nurture children and young people. As an employee, you can make a real difference to the lives of many children and their families whilst working in a professional environment.

What is a DCJ Caseworker?

A Joint Child Protection Response Program (JCPRP) Caseworker works in a tri-agency specialist program delivered by the Department of Communities and Justice (DCJ), the NSW Police Force and NSW Health. JCPRP provides a comprehensive and coordinated safety, criminal justice and health response to children and young people alleged to have experienced sexual abuse, serious physical abuse and/or extreme neglect.

You will be empowered to investigate the safety and well being of children, in response to reports from the community of alleged child abuse and neglect. At times this will mean involvement in court action and associated administrative work.

Your ability to build relationships and understand that families are complex and have their own individual stories is key to ensuring the best outcomes for these kids.

How to apply

- submit an online **application form**
- attach your **resume** which includes your personal details, dates of employment and relevant qualifications

Assessment Process

If your application is considered suitable, you may be invited to complete a range of assessments which will include an online test and or a virtual/face to face assessment.

You will be assessed on the **capability framework**

- Display Resilience and Courage – intermediate
- Commit to Customer Service – intermediate
- Work Collaboratively – Foundational
- Think and Solve Problems – intermediate
- Technology – Foundational
- Value Diversity & Inclusion – intermediate
- Communicate Effectively – intermediate
- Act with Integrity – intermediate
- Plan and Prioritise – Foundational

Employment offers

You will usually receive advice of the outcome of your application within 4 weeks of attending the assessment process and may be offered either ongoing or temporary employment at that time.

If your application has been successful but there are no available vacancies, you will be placed on a recruitment pool for eighteen months. During this time you will be considered for all temporary and ongoing employment opportunities as they arise.

If your application has not been successful, you may apply again after six months following your last attendance in an assessment process.

Training and development

Recommended candidates will be required to complete the Caseworker Development Program, which is an extensive work-based training program that includes modules undertaken in the work location, as well as attendance at four, week-long blocks of training in Sydney. Satisfactory progress and completion of this program is a condition of continued employment.

DCJ supports its entire staff through an extensive professional development program which includes professional supervision, opportunities for group discussions, exposure to recent research findings, and training in innovative casework practices.

Application requirements for a JCPR DCJ Caseworker role

• Qualifications

A University level Bachelor degree qualification is mandatory for Caseworker roles in DCJ. NSW Government regulations require that we verify your qualifications if you are to be appointed to a role. You will be asked to supply information around your completed qualifications and give consent for DCJ to verify your qualification.

• Prior Work Experience Required

As the role of a JCPR Caseworker is quite specialised we require Applicant's to have prior frontline experience in statutory child protection services or within statutory investigation services.

• Residency Status

To be eligible for ongoing employment in DCJ, you need to be an Australian Citizen or have the status of a permanent resident in Australia. If you do not fit this category, you may be eligible for appointment to temporary vacancies subject to your visa conditions. If you are not an Australian Citizen, you will be required to provide proof of your permanent residency status.

- **Driver's Licence**

You must hold a valid NSW driver's licence to be eligible for some DCJ roles. If you hold an interstate or an international licence, under local licensing laws you are required to apply for a NSW issued licence within three months of taking up residence in NSW. You may still apply if you hold a NSW provisional licence.

- **Working with Children Check and Criminal History Checks**

The Child Protection (Working with Children) Act 2012, requires persons engaged in child related work to have Working with Children clearances. If successful in this role you will be required to provide a Working with Children Check clearance number prior to commencing in the role.

- **COVID Vaccination**

It is an essential requirement of the role that successful applicants are fully vaccinated and able to provide acceptable proof of vaccination status.

As part of Pre-Employment screening checks, evidence of vaccination is required. Evidence of COVID-19 vaccination status can include

- a vaccination certificate or other evidence from a vaccine provider
- an immunisation history statement which can be accessed from Medicare online or the Express Plus Medicare mobile app
- a statement of their vaccination history which they can request from the Australian Immunisation Register
- a record from a health practitioner, which includes a medical certificate. If you need to seek an exemption for a medical contraindication, please complete and then return a COVID-19 Vaccine Medical Contraindication Form

- **Other Checks**

DCJ will also review its own records, including Helpline reports and personnel records and a National Criminal History check.

- **Physical requirements**

There are some basic physical requirements for performance of the duties of a Caseworker, which cannot be met by a person who has a severe physical and/or mobility impairment. To carry out the duties of a DCJ Caseworker, you need to be able to:

- stand for periods of time
- walk on flat ground
- sit on a chair or on the floor
- reach forward and overhead
- bend and twist
- climb up and down stairs
- use both hands together
- get in and out of a car
- drive for up to one hour
- lift and carry up to nine (9) kilograms
- see well enough to drive and read
- hear well enough to hold a conversation and use a telephone
- type, write legibly, and use a computer.

Training, systems, and policies are in place to support Caseworkers during the normal course of their work which includes exposure to families in distress, people who have mental health and/or alcohol and other drug issues, and to situations of child neglect and/or abuse.

- **Health checks**

If you are offered employment as a DCJ Caseworker, you will be required to advise DCJ of any health related issues which may affect your ability to do the role. You may be asked to attend a confidential Pre-Employment health assessment at DCJ's expense in order to determine your capability to meet the demands of the role, including the physical requirements described above. Where necessary, all reasonable adjustments will be made to accommodate you in the workplace.

Thank you for your interest in working as a Caseworker for Communities and Justice.

We look forward to receiving your application.



ROLE DESCRIPTION

Caseworker JCPRP

Portfolio	Communities and Justice	
Department	Department of Communities and Justice	
Division/Branch/Unit	Child Protection & Permanency, District and Youth Justice Services (Northern) / Community Services / Statewide Services	
Location	Various	
Classification/Grade/Band	Clerk Grade 3-7	
Role Number	Various	
ANZSCO Code	272613	
PCAT Code	1119192	
Date of Approval	5 June 2024	Ref: CSSS0053
Agency Website	www.dcj.nsw.gov.au	

Please see job notes and/or advertisement for more information on specific role qualification requirements and relevant experience.

Agency overview

The Department of Communities and Justice (DCJ) is the lead agency in the Communities and Justice Portfolio. Communities and Justice aims to achieve a safe, just, and inclusive New South Wales (NSW) by operating an effective legal system; increasing access to social and affordable housing; protecting children and families; addressing domestic and family violence; promoting public safety; reducing reoffending; and supporting community harmony and social cohesion.

DCJ works to enable everyone's right to access justice and help for families through early intervention and inclusion, with benefits for the whole community by providing services that are effective and responsive to community needs.

About JCPRP

The Joint Child Protection Response Program (JCPRP) is a tri-agency specialist program delivered by the Department of Communities and Justice (DCJ), the NSW Police Force and NSW Health. JCPRP provides a comprehensive and coordinated safety, criminal justice and health response to children and young people alleged to have experienced sexual abuse, serious physical abuse and/or extreme neglect.

Primary purpose of the role

Work in a tri-agency context to assess reports of significant harm to children and young people and take action to secure their safety and wellbeing.

Key accountabilities

- Undertake assessment and family work to identify and address safety and risk concerns for children and young people.
- Deliver accountable and collaborative casework that respects the culture and context of each child, young person, family, and community and is based on timely sharing of accurate information to ensure that the support meets their identified needs.
- Model ethical and curious casework that is responsive to the changing needs of children, young people, and families.
- Build relationships within practice and legislative frameworks to support meaningful change in families and keep children and young people safe.
- Develop and maintain networks and relationships with key stakeholders to deliver appropriate services for children, young people, and families.
- Participate and contribute to a culture of continuous learning and professional development to ensure practice knowledge and skills are contemporary and evidence based.
- Maintain accurate and relevant client records for reporting and information sharing.
- Share decision making with family and key stakeholders about children and young people to mitigate risks and enhance safety and wellbeing.

In order to progress to Grade 7, a caseworker must be willing to undertake this additional accountability:

- Provide coaching, advice and support to less experienced caseworkers and participate in training and orientation activities.

Note: Refer to the approval process for incremental progression from clerk maximum grade 6 to minimum grade 7.

Key challenges

- Assessing the safety and risk of children and young people in complex and challenging situations where the majority of families and/or children are at significant disadvantage due to factors such as a prior history of trauma, poverty and violence.
- Addressing safety and risks to children and young people in the context of a criminal investigation
- Being sensitive to cultural differences, social complexities and the uniqueness of every family and child while ensuring that children and young people are safe and cared for.
- Maintaining a focus on children and young people in situations where clients are involuntary, or carers/parents/guardians disagree with DCJ actions.

Key relationships

Who	Why
Internal	
Casework Manager, JCPRP	<ul style="list-style-type: none"> • Direct supervisor • Seek direction, advice and support • Provide information and feedback
Manager Client Services, JCPRP	<ul style="list-style-type: none"> • Practice leader of the JCPRP Cluster • Seek direction, advice and support • Provide information and feedback
Caseworkers/Team Members	<ul style="list-style-type: none"> • Peers and colleagues • Provide information and advice • Provide an effective and valuable two-way liaison
Casework Specialists, psychologists, clinical issues consultants, legal officers	<ul style="list-style-type: none"> • Specialist and clinical advice
Community Services Centres	<ul style="list-style-type: none"> • Develop and maintain effective working relationships to ensure the delivery of a holistic child protection response to children, young people, siblings and carers/families
Other DCJ Divisions	<ul style="list-style-type: none"> • Liaise to ensure the provision of timely and accurate advice when requested • Develop and maintain effective working relationships • Negotiate/agree on timeframes
Program (JCPRP)	
Police and Health Team Members	<ul style="list-style-type: none"> • Collaborate to provide an appropriate safety, criminal justice and health response to children, young people and their protective carers
External	
Children, young people and families	<ul style="list-style-type: none"> • The main focus for caseworkers who are working to promote good parenting and providing a safe and stable home
Carers	<ul style="list-style-type: none"> • Key clients who provide care for children and young people
Government and non-government partners	<ul style="list-style-type: none"> • Collaborate to provide appropriate services for children young people and families
Children's court	<ul style="list-style-type: none"> • Court orders, and other legal decisions on children and families are brought before the Children's Court

Role dimensions

Decision making

The primary focus of decision making for a caseworker is in assessing and supporting children, young people and their families within a tri-agency context. Planning next steps for families to connect with

appropriate support services, in collaboration with Police and/or Health are part of day-to-day decision making.

The role

- works with supervision to set priorities and approach to workload and outputs as allocated by management, with time and experience carries a level of autonomy in setting priorities and managing workload in alignment with management.
- responsible for determining own actions undertaken, within government and legislative policies, and for ensuring quality control in the implementation of own workload.
- ensures a course of action is suitable and based on sound evidence, as required to management or senior staff in the absence of complete information or where expert advice is required.
- as necessary, consults with manager or senior staff on a suitable course of action in matters that are sensitive, high-risk or business-critical, or for those issues that have far reaching implications with respect to resources or quality advice provision.

Refer to the Department Delegations for specific financial and/ or administrative delegations for this role.

Reporting line

The role reports to the Casework Manager, JCPRP.

Direct reports

Nil.

Budget/Expenditure

Nil.

Essential requirements

- Frontline experience in statutory child protection or statutory investigation/assessment services
- Tertiary qualifications in a Social Work, Psychology, Social Science Welfare or related discipline with demonstrated commitment to ongoing professional development or identify as Aboriginal or Torres Strait Islander with experience working within your community.
- Current NSW drivers' licence and preparedness to drive a vehicle in the course of performing the role.
- A Working with Children Check clearance number prior to commencement in the role.

Appointments are subject to reference checks. Some roles may also require the following checks/clearances:

- National Criminal History Record Check in accordance with the Disability Inclusion Act 2014
- Working with Children Check clearance in accordance with the Child Protection (Working with Children) Act 2012

Capabilities for the role


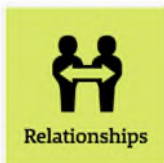
The [NSW public sector capability framework](#) describes the capabilities (knowledge, skills and abilities) needed to perform a role. There are four main groups of capabilities: personal attributes, relationships, results and business enablers, with a fifth people management group of capabilities for roles with managerial responsibilities. These groups, combined with capabilities drawn from occupation-specific capability sets where relevant, work together to provide an understanding of the capabilities needed for the role.

The capabilities are separated into **focus capabilities** and **complementary capabilities**.




Focus capabilities

Focus capabilities are the capabilities considered the most important for effective performance of the role. These capabilities will be assessed at recruitment.

The focus capabilities for this role are shown below with a brief explanation of what each capability covers and the indicators describing the types of behaviours expected at each level.

FOCUS CAPABILITIES			
Capability group/sets	Capability name	Behavioural indicators	Level
 Personal Attributes	Display Resilience and Courage Be open and honest, prepared to express your views, and willing to accept and commit to change	<ul style="list-style-type: none"> • Be flexible and adaptable and respond quickly when situations change • Offer own opinion and raise challenging issues • Listen when ideas are challenged and respond appropriately • Work through challenges • Remain calm and focused on challenging situations 	Intermediate
 Relationships	Commit to Customer Service Provide customer-focused services in line with public sector and organisational objectives	<ul style="list-style-type: none"> • Focus on providing a positive customer experience • Support a customer-focused culture in the organisation • Demonstrate a thorough knowledge of the services provided and relay this knowledge to customers • Identify and respond quickly to customer needs • Consider customer service requirements and develop solutions to meet needs • Resolve complex customer issues and needs • Cooperate across work areas to improve outcomes for customers 	Intermediate





FOCUS CAPABILITIES

Capability group/sets	Capability name	Behavioural indicators	Level
 <p>Relationships</p>	<p>Work Collaboratively Collaborate with others and value their contribution</p>	<ul style="list-style-type: none"> • Work as a supportive and cooperative team member, sharing information and acknowledging others' efforts • Respond to others who need clarification or guidance on the job • Step in to help others when workloads are high • Keep the team and supervisor informed of work tasks • Use appropriate approaches, including digital technologies, to share information and collaborate with others 	Foundational
 <p>Results</p>	<p>Think and Solve Problems Think, analyse and consider the broader context to develop practical solutions</p>	<ul style="list-style-type: none"> • Identify the facts and type of data needed to understand a problem or explore an opportunity • Research and analyse information to make recommendations based on relevant evidence • Identify issues that may hinder the completion of tasks and find appropriate solutions • Be willing to seek input from others and share own ideas to achieve best outcomes • Generate ideas and identify ways to improve systems and processes to meet user needs 	Intermediate
 <p>Business Enablers</p>	<p>Technology Understand and use available technologies to maximise efficiencies and effectiveness</p>	<ul style="list-style-type: none"> • Display familiarity and confidence when applying technology used in role • Comply with records, communication and document control policies • Comply with policies on the acceptable use of technology, including cyber security 	Foundational

Complementary capabilities

Complementary capabilities are also identified from the Capability Framework and relevant occupation-specific capability sets. They are important to identifying performance required for the role and development opportunities.

Note: capabilities listed as ‘not essential’ for this role is not relevant for recruitment purposes however may be relevant for future career development.

COMPLEMENTARY CAPABILITIES			
Capability Group/Sets	Capability Name	Description	Level
 Personal Attributes	Act with Integrity	Be ethical and professional, and uphold and promote the public sector values	Intermediate
	Manage Self	Show drive and motivation, an ability to self-reflect and a commitment to learning	Intermediate
	Value Diversity and Inclusion	Demonstrate inclusive behaviour and show respect for diverse backgrounds, experiences and perspectives	Intermediate
 Relationships	Communicate Effectively	Communicate clearly, actively listen to others, and respond with understanding and respect	Intermediate
	Influence and Negotiate	Gain consensus and commitment from others, and resolve issues and conflicts	Intermediate
 Results	Deliver Results	Achieve results through the efficient use of resources and a commitment to quality outcomes	Foundational
	Plan and Prioritise	Plan to achieve priority outcomes and respond flexibly to changing circumstances	Foundational
	Demonstrate Accountability	Be proactive and responsible for own actions, and adhere to legislation, policy and guidelines	Intermediate
 Business Enablers	Finance	Understand and apply financial processes to achieve value for money and minimise financial risk	Foundational
	Procurement and Contract Management	Understand and apply procurement processes to ensure effective purchasing and contract performance	Foundational
	Project Management	Understand and apply effective project planning, coordination and control methods	Foundational