

Role Description

Team Manager Helpline

Cluster/Agency	Family and Community Services
Division/Branch/Unit	Community Services
Classification/Grade/Band	Clerk Grade 8/9
ANZSCO Code	272613
Date of Approval	28/3/18
Agency Website	www.facs.nsw.gov.au

Agency overview

The Department of Family and Community Services (FACS) directly supports approximately 800,000 people every year and reaches a further million people through local community-based programs.

Our vision is to empower all people to live fulfilling lives and achieve their potential in inclusive communities. We collaborate with government, non-government and community partners to work with children, adults, families and communities to improve lives and realise potential with a focus on breaking rather than managing disadvantage.

Primary purpose of the role

Lead, coach and guide the professional practice of a team/s of caseworkers to ensure the delivery of quality intake and initial assessment of child protection matters, and contribute to improving the overall performance of the contact centre

Key accountabilities

- Lead and manage a team/s of caseworkers through effective group supervision, leadership and individual casework coaching and feedback to deliver accountable and collaborative casework that respects the culture and context of each child, young person, family and community
- Monitor the day to day performance of staff within the contact centre by working with other Team Leaders, real time monitoring team and the Manager Helpline to maintain appropriate levels of service to clients and stakeholders.
- Identify risks and make prompt and realistic decisions, including authorising a field response, to protect the safety and well being of children and young people
- Coach, mentor, model by example and provide professional supervision to team/s of caseworkers to guide casework practice, support individual development and improve overall performance of the Helpline
- Prepare and review input to legal documentation, briefings and correspondence on care and protection issues ensuring responses are accurate and provided within requested timeframes
- Model ethical and curious casework practice and culture which nurtures quality family work and draws on differing views, external expertise and fosters debate and learning
- Participate and contribute to a culture of continuous learning and professional development to ensure practice knowledge and skills are contemporary and evidence-based
- As a member of a local management team, contribute to operational and policy issues and change management strategies in line with Helpline's business plan, which supports achieving the agency's goals and objectives

Key challenges

- Making critical judgements and assessments on the safety and risk of children and young people in complex and challenging situations without direct contact with clients and often in circumstances outside of business hours when agency support is not generally available
- 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
- Understanding and responding to different capabilities across a team/s of caseworkers in order to improve individual and the team performance

Key relationships

Who	Why
Internal	
Manager Helpline	<ul style="list-style-type: none"> • Direct supervisor • Seek direction, advice and support • Provide information and feedback
Caseworkers and other team members	<ul style="list-style-type: none"> • Peers and colleagues • Provide information, advice, guidance, support and day to day supervision • 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
Other FACS Divisions and Districts	<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
External	
Children, young people and families (clients and reporters)	<ul style="list-style-type: none"> • The main focus for caseworkers who are working to provide support and undertake intake and initial assessment of the situation • Make referrals to other parts of FACS where appropriate
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

Role dimensions

Decision making

Establishes the day to day priorities to manage a team of Caseworkers (Helpline). Makes critical decisions relating to the protection and, where relevant, the care of children and young people.

The role:

- carries a high level of autonomy in working to agreed priorities, and those of any staff/project staff supervised, in alignment with management
- maintains a degree of independence to develop a suitable approach in managing the workload which is consistent with the priorities of management, as well as that of supervised staff, and

provision of advice and recommendations as well as input to the development of relevant systems, frameworks, team planning and projects.

- determines own actions undertaken, within government and legislative policies, and for ensuring quality control in the implementation of own, and any staff supervised, workload.
- ensures recommendations are based on sound evidence, but at times may be required to use their judgment under pressure or in the absence of complete information or as a source of expert advice to internal stakeholders across the Department as well as externally to Ministerial level.
- as necessary, consults with management 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 FACS Delegations for specific financial and/ or administrative delegations for this role.

Reporting line

Reports to Manager Helpline

Direct reports

Team of Caseworkers within the contact centre

Budget/Expenditure

Nil

Essential requirements

- Tertiary qualifications in a Social Work, Psychology, Social Science Welfare or related discipline and/or equivalent knowledge, skills and experience with demonstrated commitment to ongoing professional development
- Current driver's licence
- Completion of Team Leadership training (or completion within the first 6 months following assignment to the role)

Appointments are subject to reference checks and the following pre-employment checks:

- 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*
- FACS will also review its own records, including Helpline reports and personnel records.

Capabilities for the role

The NSW Public Sector Capability Framework applies to all NSW public sector employees. The Capability Framework is available at <http://www.psc.nsw.gov.au/sector-support/capability-framework>

Capability summary

Below is the full list of capabilities and the level required for this role. The capabilities in bold are the focus capabilities for this role. Refer to the next section for further information about the focus capabilities.

NSW Public Sector Capability Framework

Capability Group	Capability Name	Level
 Personal Attributes	Display Resilience and Courage	Adept
	Act with Integrity	Adept
	Manage Self	Adept
	Value Diversity	Adept
 Relationships	Communicate Effectively	Intermediate
	Commit to Customer Service	Adept
	Work Collaboratively	Intermediate
	Influence and Negotiate	Adept
 Results	Deliver Results	Intermediate
	Plan and Prioritise	Intermediate
	Think and Solve Problems	Adept
	Demonstrate Accountability	Adept
 Business Enablers	Finance	Intermediate
	Technology	Intermediate
	Procurement and Contract Management	Intermediate
	Project Management	Intermediate
 People Management	Manage and Develop People	Intermediate
	Inspire Direction and Purpose	Intermediate
	Optimise Business Outcomes	Intermediate
	Manage Reform and Change	Intermediate

Focus capabilities

The focus capabilities for the role are the capabilities in which occupants must demonstrate immediate competence. The behavioural indicators provide examples of the types of behaviours that would be expected at that level and should be reviewed in conjunction with the role's key accountabilities.

NSW Public Sector Capability Framework

Group and Capability	Level	Behavioural Indicators
Personal Attributes Display Resilience and Courage	Adept	<ul style="list-style-type: none"> Be flexible, show initiative and respond quickly when situations change Give frank and honest feedback/advice Listen when ideas are challenged, seek to understand the nature of the criticism and respond constructively Raise and work through challenging issues and seek alternatives Keep control of own emotions and stay calm under pressure and in challenging situations
Personal Attributes Act with Integrity	Adept	<ul style="list-style-type: none"> Represent the organisation in an honest, ethical and professional way and encourage others to do so Demonstrate professionalism to support a culture of integrity within the team/unit Set an example for others to follow and identify and explain ethical issues Ensure that others understand the legislation and policy framework within which they operate Act to prevent and report misconduct, illegal and inappropriate behaviour
Relationships Commit to Customer Service	Adept	<ul style="list-style-type: none"> Take responsibility for delivering high quality customer-focused services Understand customer perspectives and ensure responsiveness to their needs Identify customer service needs and implement solutions Find opportunities to co-operate with internal and external parties to improve outcomes for customers Maintain relationships with key customers in area of expertise Connect and collaborate with relevant stakeholders within the community
Relationships Work Collaboratively	Intermediate	<ul style="list-style-type: none"> Build a supportive and co-operative team environment Share information and learning across teams Acknowledge outcomes which were achieved by effective collaboration Engage other teams/units to share information and solve issues and problems jointly Support others in challenging situations
Results Think and Solve Problems	Adept	<ul style="list-style-type: none"> Research and analyse information, identify interrelationships and make recommendations based on relevant evidence Anticipate, identify and address issues and potential problems and select the most effective solutions from a range of options Participate in and contribute to team/unit initiatives to resolve common issues or barriers to effectiveness

NSW Public Sector Capability Framework

Group and Capability	Level	Behavioural Indicators
Business Enablers Technology	Intermediate	<ul style="list-style-type: none"> Identify and share business process improvements to enhance effectiveness Apply computer applications that enable performance of more complex tasks Apply practical skills in the use of relevant technology Make effective use of records, information and knowledge management functions and systems Understand and comply with information and communications security and acceptable use policies Support the implementation of systems improvement initiatives and the introduction and roll-out of new technologies
People Management Manage and Develop People	Intermediate	<ul style="list-style-type: none"> Ensure that roles and responsibilities are clearly communicated Collaborate on the establishment of clear performance standards and deadlines in line with established performance development frameworks Develop team capability and recognise and develop potential in people Be constructive and build on strengths when giving feedback Identify and act on opportunities to provide coaching and mentoring Recognise performance issues that need to be addressed and work towards resolution of issues