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| **Cluster** | Stronger Communities  |
| **Department** | Department of Communities and Justice |
| **Division/Branch/Unit** | Community Services Statewide Services |
| **Location** | Greater Sydney Metropolitan Area |
| **Classification/Grade/Band** | Clerk Grade 9 |
| **Role Number** | TBA |
| **ANZSCO Code** | 134214 |
| **PCAT Code** | 1119192 |
| **Date of Approval** | 14 September 2016 | **Ref: CSSS 0046** |
| **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 under the Stronger Communities Cluster. 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. Stronger Communities is focussed on achieving safe, just, inclusive and resilient communities by providing services that are effective and responsive to community needs.

# Primary purpose of the role

Lead and influence casework practice across a team of caseworkers which directly supports children, young people and families through effective case management allocation, team and individual casework supervision and collaborative local and interagency practices.

# 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
* 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
* Ensure casework and client record compliance through effective review and feedback mechanisms
* Prepare and review input to legal documentation, briefings and correspondence on care and protection issues ensuring responses are accurate and provided within requested timeframes
* Initiate court proceedings as the official applicant and provide support and guidance to caseworkers in matters such as appeal proceedings in District and Supreme Courts
* Provide authoritative practice through ongoing professional development and collaboration across the agency and with community partners
* 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 which support the agency goals and objectives

# Key challenges

* Managing high client demand and making judgements on risk and client allocation 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
* 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 differing capabilities across a team of caseworkers and allocating cases appropriately

# Key relationships

| Who | Why |
| --- | --- |
| **Internal** |  |
| Manager Client Services | * Direct supervisor
* Practice leader of the CSC office/JIRT Cluster
* Seek direction, advice and support
* Provide information and feedback
 |
| Caseworkers/Team Members | * Peers and colleagues
* Provide information and advice
* Provide an effective and valuable two way liaison
 |
| Casework Specialists, psychologists, clinical issues consultants, legal officers | * Specialist and clinical advice
 |
| Other DCJ Divisions | * 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 | * The main focus for caseworkers who are working to promote good parenting and providing a safe and stable home
 |
| Carers | * Key clients who provide care for children and young people
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| Government and non-government partners | * Collaborate to provide appropriate services for children young people and families
 |
| Children’s court | * Court orders, and other legal decisions on children and families are brought before the Children’s Court
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# Role dimensions

## Decision making

Establishes day to day priorities to manage a team of caseworkers and allocation of work.

Approves all aspects of case plans for children and young people at risk and in care.

Makes decisions on complex or controversial cases which may present high risks and/or cases requiring a long term commitment of resources.

The role

* carries a high level of autonomy in setting own 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, 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 DCJ Delegations for specific financial and/ or administrative delegations for this role.

## Reporting line

Reports to Manager Client Services

## Direct reports

Team of Caseworkers, number dependent on district size

## Budget/Expenditure

Nil

# Essential requirements

* Tertiary qualifications in a Social Work, Psychology, Social Science Welfare or related discipline with demonstrated commitment to ongoing professional development.
* Current driver’s licence

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](https://www.psc.nsw.gov.au/workforce-management/capability-framework/the-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 logo | **Display Resilience and Courage**Be open and honest, prepared to express your views, and willing to accept and commit to change | * Be flexible, show initiative and respond quickly when situations change
* Give frank and honest feedback and advice
* Listen when ideas are challenged, seek to understand the nature of the comment and respond appropriately
* Raise and work through challenging issues and seek alternatives
* Remain composed and calm under pressure and in challenging situations
 | Adept |
| Personal Attributes logo | **Act with Integrity**Be ethical and professional, and uphold and promote the public sector values | * Represent the organisation in an honest, ethical and professional way and encourage others to do so
* Act professionally and support a culture of integrity
* Identify and explain ethical issues and set an example for others to follow
* Ensure that others are aware of and understand the legislation and policy framework within which they operate
* Act to prevent and report misconduct and illegal and inappropriate behaviour
 | Adept |
| Relationships logo  | **Commit to Customer Service**Provide customer-focused services in line with public sector and organisational objectives | * Take responsibility for delivering high-quality customer-focused services
* Design processes and policies based on the customer’s point of view and needs
* Understand and measure what is important to customers
* Use data and information to monitor and improve customer service delivery
* Find opportunities to cooperate with internal and external stakeholders to improve outcomes for customers
* Maintain relationships with key customers in area of expertise
* Connect and collaborate with relevant customers within the community
 | Adept |
| Relationships logo  | **Work Collaboratively**Collaborate with others and value their contribution | * Build a supportive and cooperative team environment
* Share information and learning across teams
* Acknowledge outcomes that were achieved by effective collaboration
* Engage other teams and units to share information and jointly solve issues and problems
* Support others in challenging situations
* Use collaboration tools, including digital technologies, to work with others
 | Intermediate |
| Results logo | **Think and Solve Problems**Think, analyse and consider the broader context to develop practical solutions | * Research and apply critical- thinking techniques in analysing information, identify interrelationships and make recommendations based on relevant evidence
* Anticipate, identify and address issues and potential problems that may have an impact on organisational objectives and the user experience
* Apply creative-thinking techniques to generate new ideas and options to address issues and improve the user experience
* Seek contributions and ideas from people with diverse backgrounds and experience
* Participate in and contribute to team or unit initiatives to resolve common issues or barriers to effectiveness
* Identify and share business process improvements to enhance effectiveness
 | Adept |
| Business Enablers logo | **Technology**Understand and use available technologies to maximise efficiencies and effectiveness | * Demonstrate a sound understanding of technology relevant to the work unit, and identify and select the most appropriate technology for assigned tasks
* Use available technology to improve individual performance and effectiveness
* Make effective use of records, information and knowledge management functions and systems
* Support the implementation of systems improvement initiatives, and the introduction and roll-out of new technologies
 | Intermediate |
| People Management logo | **Manage and Develop People**Engage and motivate staff, and develop capability and potential in others | * Collaborate to set clear performance standards and deadlines in line with established performance development frameworks
* Look for ways to develop team capability and recognise and develop individual potential
* Be constructive and build on strengths by giving timely and actionable feedback
* Identify and act on opportunities to provide coaching and mentoring
* Recognise performance issues that need to be addressed and work towards resolving issues
* Effectively support and manage team members who are working flexibly and in various locations
* Create a safe environment where team members’ diverse backgrounds and cultures are considered and respected
* Consider feedback on own management style and reflect on potential areas to improve
 | Intermediate |

# 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 logo |  |  |  |
| Manage Self | Show drive and motivation, an ability to self-reflect and a commitment to learning | Adept |
| Value Diversity and Inclusion | Demonstrate inclusive behaviour and show respect for diverse backgrounds, experiences and perspectives | Adept |
| Relationships logo  |  |  |  |
| 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 | Adept |
| Results logo |  |  |  |
| Deliver Results | Achieve results through the efficient use of resources and a commitment to quality outcomes | Intermediate |
| Plan and Prioritise | Plan to achieve priority outcomes and respond flexibly to changing circumstances | Intermediate |
| Demonstrate Accountability | Be proactive and responsible for own actions, and adhere to legislation, policy and guidelines | Adept |
| Business Enablers logo |  |  |  |
| Finance | Understand and apply financial processes to achieve value for money and minimise financial risk | Intermediate |
| Procurement and Contract Management | Understand and apply procurement processes to ensure effective purchasing and contract performance | Intermediate |
| Project Management | Understand and apply effective project planning, coordination and control methods | Intermediate |
| People Management logo |  |  |  |
| Inspire Direction and Purpose | Communicate goals, priorities and vision, and recognise achievements | Intermediate |
| Optimise Business Outcomes | Manage people and resources effectively to achieve public value | Intermediate |
| Manage Reform and Change | Support, promote and champion change, and assist others to engage with change | Intermediate |