

Applying for a 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 DCJ Caseworker works with vulnerable children and young people who are at risk of abuse and neglect, their families, communities and interagency partners to be agents of change in the lives of children.

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 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.

• 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.

- **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 / Helpline Caseworker



Cluster	Stronger Communities	
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 (entry level for Helpline Caseworkers from grade 4)	
Role Number	Generic	
ANZSCO Code	272613	
PCAT Code	1119192	
Date of Approval	18 September 2023	Ref: CSSS 0004
Agency Website	www.dcj.nsw.gov.au	

This role description applies to multiple roles across DCJ. 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

Work directly with children, young people and families to support them to achieve change that keeps children and young people safe and improves their social, emotional, health and educational outcomes.

Key accountabilities

- 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
- Undertake assessment / investigation and ongoing family work to identify and address safety and risk concerns for children and young people
- 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 create 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 ensure that there is an appropriate balance between the risks, safety and wellbeing

Key Accountabilities for Helpline Caseworker roles only

- Answer telephone calls and emails within a contact centre environment and undertake the intake and assessment of concerns for the safety and risk of significant harm for children and young people
- Seek avenues, where required, to provide support to a child, young person or family
- Produce clear, concise and accurate professional intake reports and other written materials to support Departmental staff including Community Service Centre staff on undertaking case management and coordinating support services
- Undertake case management responsibilities in out-of-hours circumstances where risk containment is required and/or a field response is necessary

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
- 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	<ul style="list-style-type: none"> • Direct supervisor • Seek direction, advice and support

Who	Why
	<ul style="list-style-type: none"> • Provide information and feedback
Manager Client Services	<ul style="list-style-type: none"> • Practice leader of the CSC office/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
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
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

Key relationships for Helpline Caseworker roles

Who	Why
Internal	
Team Manager (Caseworker Helpline in the After Hours Response Team may report to a Manager Casework)	<ul style="list-style-type: none"> • Direct supervisor • Seek direction, advice and support • Provide information and feedback
Manager Client Services	<ul style="list-style-type: none"> • Practice leader of the CSC office/JCPRP Cluster • Seek direction, advice and support • Provide information and feedback
External	

Who	Why
Children, young people and families and Mandatory Reporters	<ul style="list-style-type: none"> Engage with to ascertain all relevant information relating to intake and assessment of the situation. Provide advice and support
General Public	<ul style="list-style-type: none"> Provide advice and information relating to DCJ's services

Role dimensions

Decision making

The primary focus of decision making for a caseworker is in assessing / investigating and supporting children, young people and their families. Planning next steps for families to connect with appropriate support services 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 or Team Manager.

Direct reports

Nil

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

Additional requirement for Helpline Caseworker role only

To commence as a Helpline Caseworker (Clerk grade 4) you must have a minimum of 2 years work experience as a Caseworker in a relevant field

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.

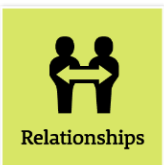
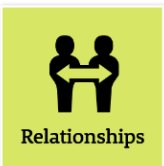

The capabilities are separated into **focus capabilities** and **complementary capabilities**.

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
	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 	Intermediate

FOCUS CAPABILITIES			
Capability group/sets	Capability name	Behavioural indicators	Level
		<ul style="list-style-type: none"> Remain calm and focused on challenging situations 	
 <p>Relationships</p>	<p>Commit to Customer Service Provide customer-focused services in line with public sector and organisational objectives</p>	<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
 <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 	Intermediate


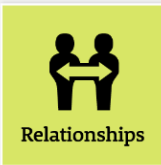


FOCUS CAPABILITIES

Capability group/sets	Capability name	Behavioural indicators	Level
 <p>Business Enablers</p>	<p>Technology Understand and use available technologies to maximise efficiencies and effectiveness</p>	<ul style="list-style-type: none"> • 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 • 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 	<p>Foundational</p>

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