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| --- | --- |
| **Cluster** | Stronger Communities  |
| **Department** | Department of Communities and Justice |
| **Division/Branch/Unit** | [Child Protection and Permanency, Districts](https://intranet.dcj.nsw.gov.au/__data/assets/pdf_file/0007/468664/Child-Protection-and-Permanency-District-and-Youth-Services-Northern.pdf)  |
| **Location** | Various |
| **Classification/Grade/Band** | Clerk Grade 9 |
| **Role Number** | TBA |
| **ANZSCO Code** | 272613 |
| **PCAT Code** | 1119192 |
| **Date of Approval** | 20 November 2024 | **Ref: OSP 022** |
| **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

Foster the implementation of best practice casework and provide direct practice based professional support and development to Casework Managers and Caseworkers to improve outcomes for children and families. Perform casework and case manage allocated families to maintain contemporary practice and role model best practice for caseworkers.

# 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 and 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.
* Work with and mentor caseworkers and managers in a planned and coordinated manner to role model and develop case practice skills that is responsive to the changing needs of children, young people and families.
* Provide specialist advice to all levels of management and groups of staff on case practice matters and provide expert assistance in complex or sensitive cases.
* Undertake reviews and identify issues in regional caseworker practice, report on findings, and find solutions to improve the quality of casework through professional development and quality assurance programs.
* Develop an understanding of research and research-to-practice initiatives and commit to ongoing personal professional development including attending relevant practice forums and educational events.
* Support the transfer of policy and research into practical casework application via role modelling with caseworkers and taking a lead role in specific casework functions as a component of supported learning and development.
* Implement professional development programs within service delivery areas that improve and guide local casework and achieve clearly articulated quality casework outcomes.
* Develop and maintain networks and relationships with key stakeholders and clinical experts to deliver appropriate services for children, young people and families.

# 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.
* Dealing with sensitive, complex issues appropriately and confidentially
* Assisting and challenging front line teams to identify specific practice issues and topics requiring development.
* Undertake practice and complex case reviews in a supportive and non-judgmental manner to develop the overall caseworker skill base and support quality casework.

# Key relationships

| Who | Why |
| --- | --- |
| **Internal** |  |
| Line manager | * Seek direction, advice and support.
* Provide information and feedback
 |
| Manager Client Services | * Practice leader of the CSC office/JIRT Cluster
* Seek direction, advice and support.
* Provide information and feedback
 |
| Managers and Caseworkers/Team Members | * Peers and colleagues
* Provide mentoring and advice.
* Provide an effective and valuable two-way liaison
 |
| Psychologists, Legal officers | * Specialist and clinical advice
 |
| Practice support teams | * Seek direction, advice and support.
* Receive guidance on programs to be implemented
 |
| 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
 |
| 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

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 the Manager Practice and Permanency

## 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

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 |

# 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 | Adept |
| 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 |