|  |  |
| --- | --- |
| **Cluster** | Stronger Communities  |
| **Department** | Department of Communities and Justice |
| **Division/Branch/Unit** | [Housing, Disability and District Services](https://intranet.dcj.nsw.gov.au/__data/assets/pdf_file/0011/468668/Housing-Disability-and-District-Services-Southern.pdf) /Murrumbidgee, Far West and Western NSW District |
| **Location** | Various  |
| **Classification/Grade/Band** | Clerk Grade 3/4 |
| **Role Number** | TBC |
| **ANZSCO Code** | 411713 |
| **PCAT Code** | 1119192 |
| **Date of Approval** | 14 September 2016 | **Ref: MBD 006** |
| **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

The primary purpose of a Casework Support Worker is to directly support the day to day work of caseworkers and contribute to keeping children, young people and families safe by undertaking tasks which support case planning and documentation, referrals and appointments, case visits and day to day team priorities.

# Key accountabilities

* Contribute to collaborative casework by maintaining timely client and casework records, including client information system records, the coordination and delivery of court papers and appropriate information sharing
* Coordinate logistical arrangements for meetings including case management and family meetings, supervised visits, appointments and other activities which directly support case planning and decision-making for children and young persons
* Supervise “low risk” family contact visits and prepare summary reports which accurately record observations
* Contribute to continuous learning, professional networks and relationships through the co-ordination of meetings and other information sharing activities
* Actively participate as a team member with caseworkers and administrative staff to address team priorities and directly support caseworkers on a day to day basis

# Key challenges

* Working across a team/s of caseworkers where competing priorities and urgent matters requires regular review and re-prioritisation
* Supporting the work of caseworkers and understanding the complex and challenging situations where the majority of families are at significant disadvantage due to factors such as a prior history of trauma, poverty and violence
* Balancing the completion of casework related tasks which directly support caseworkers to see more children young people and families with the need to personally build supporting relationships with children, young people and families

# Key relationships

| Who | Why |
| --- | --- |
| **Internal** |  |
| Casework Manager | * Direct supervisor
* Practice leader of the CSC office/JIRT Cluster
 |
| Caseworkers | * Work together as a team
* Provide support to Caseworkers to allow them more time for direct contact with clients
 |
| Manager Client Services | * Specialist and clinical advice
 |
| **External** |  |
| Children, young people, families and carers  | * Arranging services, visits and other support provisions
 |
| Government and non-government partners | * Coordination of appointments and services for children young people and families
 |
| Children’s court | * Arranging delivery of court orders and other documents to the Children’s Court
 |

# Role dimensions

## Decision making

## The primary focus of decision making for a Casework Support Worker is organising daily priorities which directly support caseworkers. The role also requires some discretionary decision making in relation to observing and reporting behaviours of children, young people and families in contact visits and other activities where risk and safety are an issue.

## Reporting line

Reports to Manager Casework

## Direct reports

Nil

## Budget/Expenditure

Nil

# Essential requirements

* A TAFE Diploma in a relevant field , welfare / community services and/or relevant work experience deemed to be the equivalent
* 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 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 in challenging situations
 | Intermediate |
| Relationships logo  | **Commit to Customer Service**Provide customer-focused services in line with public sector and organisational objectives | * Recognise the importance of customer service and understanding customer needs
* Help customers understand the services that are available
* Take responsibility for delivering services that meet customer requirements
* Keep customers informed of progress and seek feedback to ensure their needs are met
* Show respect, courtesy and fairness when interacting with customers
* Recognise that customer service involves both external and internal customers
 | Foundational  |
| Relationships logo  | **Work Collaboratively**Collaborate with others and value their contribution | * 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  |
| Results logo | **Plan and Prioritise**Plan to achieve priority outcomes and respond flexibly to changing circumstances | * Plan and coordinate allocated activities
* Re-prioritise own work activities on a regular basis to achieve set goals
* Contribute to the development of team work plans and goal setting
* Understand team objectives and how own work relates to achieving these
 | Foundational  |
| Business Enablers logo | **Technology**Understand and use available technologies to maximise efficiencies and effectiveness | * 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 logo |  |  |  |
| Act with Integrity | Be ethical and professional, and uphold and promote the public sector values | Foundational |
| 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 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 | Foundational |
| Results logo |  |  |  |
| Deliver Results | Achieve results through the efficient use of resources and a commitment to quality outcomes | Foundational |
| Think and Solve Problems | Think, analyse and consider the broader context to develop practical solutions | Foundational |
| Demonstrate Accountability | Be proactive and responsible for own actions, and adhere to legislation, policy and guidelines | Foundational |
| Business Enablers logo |  |  |  |
| 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 |