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| **Portfolio** | Communities and Justice | |
| **Department** | Department of Communities and Justice | |
| **Division/Branch/Unit** | Child Protection & Permanency, District and Youth Justice Services Northern/ Office of the Senior Practitioner /Practice and Permanency | |
| **Location** | Various | |
| **Classification/Grade/Band** | Clerk Grade 9 | |
| **Role Number** | TBC | |
| **ANZSCO Code** | 272613 | |
| **PCAT Code** | 3339192 | |
| **Date of Approval** | 10 November 2023 | **Ref: OSP 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

Permanency Coordinators are permanency consultants, advocates and advisors to DCJ and Permanency Support Program (PSP) Service Provider staff. They are skilful collaborators, influencers and negotiators. They help embed a culture that values and prioritises relational, physical, cultural and legal permanency for children and young people.

# Key accountabilities

* Undertake Permanency Consultations for children and young people along the care continuum. Provide advice on all permanency options, and make recommendations on the permanency option that is in the best interest of the child or young person.
* Undertake Permanency Goal Reviews in line with minimum review periods. Monitor and track progress towards achieving permanency outcomes for children and young people within two-years.
* Collaborate with different DCJ divisions/directorates, PSP Service Providers and other government departments to identify, allocate and access appropriate packages/services in line with the child or young person’s case plan goals.
* Assist caseworkers to navigate the service system to match the right service to families and maximise the use of services that help keep children safely with their families, exit out-of-home care to permanent homes, or to transition from Intensive Therapeutic Care.
* Assist with linking staff to appropriate Aboriginal casework support when working with Aboriginal children and young people and families and encourage adherence to the Aboriginal Case Management Policy.
* Drive a culture of critique including building skills and negotiating the complexity of permanency with sensitivity, empathy, and a sound knowledge of law and policy. This includes applying the permanency principles and hierarchy contained in the Children and Young Persons (Care and Protection) Act 1998 consistently.
* Support PSP Service Providers, Contract Managers, Child and Family District Units (CFDUs) and others to identify issues to help all parties to meet their accountabilities to achieve case plan goals.
* Work with DCJ Contract Managers, Commissioning and Planning teams and the non-government sector to identify gaps where local capacity needs to be developed to meet the needs of children, young people and their families.

# Key challenges

* Facilitating cultural change across DCJ and PSP Service Providers by embedding an understanding of the PSP and importance of quality case planning, assessments and other casework needed to explore permanency options and to achieve permanency for all children and young people.
* Building collaborative relationships and improving communication and information sharing with key DCJ units and PSP Service Providers, while maintaining role delineation in respect to other key roles.
* Maintaining up-to date knowledge of the PSP and the complex and changing service system to help in recommending packages and services that will best support each family to achieve identified case plan goals, and build family resilience.

# Key relationships

|  |  |
| --- | --- |
| Who | Why |
| **Internal** | |
| Caseworkers and Managers Casework | * Caseworkers build relationships with children, families and carers. They assess safety and risk to children. Caseworkers work with families to address identified parenting concerns and support carers to help children in care achieve their potential. This work includes working with children and families to develop individualised case plans. And actioning those plans, including achieving permanency for a child or young person. * Managers or supervisors support, approve, monitor and assess casework. This is to ensure casework supports children to realise their potential and adheres to legislative and practice standards to achieve permanency for a child or young person. * Managers Casework hold delegations to approve a child or young person’s case plan goal. |
| Manager Client Services | * Practice leader of the CSC with a key role in supporting cultural change in relation to permanency reforms. |
| Casework Specialists, Adoption Caseworkers, psychologists, legal officers | * Casework Specialists, Adoption Caseworkers, psychologists, and legal officers provide specialist and clinical advice to help achieve permanency for children or young people. * Casework specialists foster the implementation of quality casework practice (including case planning). They provide direct practice based professional support and development to caseworkers and Casework Managers. |
| Manager Commissioning and Planning, Contract Managers and Commissioning and Planning Teams | * Commissioning and Planning teams manage DCJ’s relationship with PSP Service Providers. They undertake planning and service system design and development activities to help support permanency for children and young people. |
| Office of the Senior Practitioner, Northern Cluster | * Permanency Coordinators report to the Office of the Senior Practitioner through the Manager Practice and Permanency. * The Office of the Senior Practitioner works with practitioners to promote good practice and support continuous improvement in service delivery. * The Office of the Senior Practitioner support the Practice Framework and Practice Standards to guide practitioners in their work and improve outcomes for children and families. |
| Implementation and Performance, Child and Family, Strategy, Policy and Commissioning | * Influence and inform the PSP policy and reforms. * Provide guidance or materials that support the Permanency Coordinator role. * Coordinate the “Permanency Coordinator and other stakeholder forums”. |
| **External** |  |
| Children, young people and families | * The main focus of the Permanency Coordinator is working to maintain or achieve a safe and stable home for children and young people. They do this through providing advice, support, monitoring and capability uplift in permanency casework. * Permanency Coordinators do not usually work directly with children, young people and families. Any involvement is at the discretion of the parties involved. |
| Caseworkers and Supervisors / Managers of Caseworkers in PSP Service Providers | * Caseworkers build relationships with children, families and carers. They assess safety and risk to children. Caseworkers work with families to address identified parenting concerns and support carers to help children in care achieve their potential. This work includes working with children and families to develop individualised case plans. And actioning those plans, including achieving permanency for a child or young person. * Managers or supervisors support, approve, monitor and assess casework. This is to ensure casework supports children to realise their potential and adheres to legislative and practice standards to achieve permanency for a child or young person. |
| Relative, Kinship and Foster Carers | * Important partners that care for children and young people. * They play a key role in achieving permanency and better outcomes for children and young people. |
| Government and non-government, local community and specialist services | * Collaborate to identify and recommend appropriate services for children young people and families. * This is to help achieve identified permanency case plan goals and build family resilience. |

# Role dimensions

## Decision making

The Permanency Coordinator’s advice on permanency options, progression towards permanency and PSP packages is that of a permanency specialist.

The role makes recommendations to caseworkers and managers about the most appropriate permanency goal. They also recommend support and services for children, young people and families to help achieve permanency.

While not the decision maker, their input and recommendations are well regarded because of their level of personal knowledge about the Permanency Support Program and the service system. They have expertise and skill in analysing a range of information. They make difficult judgments about the best permanency option and services for children, young people and their families.

## Reporting line

## The role reports to the Manager Practice and Permanency for practice and case planning matters and consult with the Manager Commissioning and Planning for contractual matters. This includes matters that are within the CSC budget allocation.

## Direct reports

Nil

## Budget/Expenditure

Nil - refer to the DCJ delegations.

The role does not have an allocated budget. However, they work closely with the caseworkers, Managers Casework, Managers Client Services, Managers Commissioning and Planning and Contract Managers. This is to support the funding, allocation and assurance of support packages to meet children and young people’s case plan goals.

# Key knowledge and experience

Significant experience in one or more of the following fields is essential for non-targeted Permanency Coordinator roles:

* child protection
* out-of-home care
* social work.

# Essential requirements

* Current driver’s licence or ability to travel i.e. between DCJ and PSP Service Provider Offices or other locations as required.
* Tertiary qualifications in a Social Work, Psychology, Social Science, Welfare or related discipline with demonstrated commitment to ongoing professional development. Aboriginal candidates do not need tertiary qualifications if applying for a targeted or non-targeted role.

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 | **Value Diversity and Inclusion**  Demonstrate inclusive behaviour and show respect for diverse backgrounds, experiences and perspectives | * Promote the value of diversity and inclusive practices for the organisation, customers and stakeholders * Demonstrate cultural sensitivity, and engage with and integrate the views of others * Look for practical ways to resolve any barriers to including people from diverse cultures, backgrounds and experiences * Recognise and adapt to individual abilities, differences and working styles * Support initiatives that create a safe and equitable workplace and culture in which differences are valued * Recognise and manage bias in interactions and decision making | | | | Adept | |
| Relationships logo | **Work Collaboratively**  Collaborate with others and value their contribution | * Encourage a culture that recognises the value of collaboration * Build cooperation and overcome barriers to information sharing and communication across teams and units * Share lessons learned across teams and units * Identify opportunities to leverage the strengths of others to solve issues and develop better processes and approaches to work * Actively use collaboration tools, including digital technologies, to engage diverse audiences in solving problems and improving services | | | | Adept | |
| Relationships logo | **Influence and Negotiate**  Gain consensus and commitment from others, and resolve issues and conflicts | * Negotiate from an informed and credible position * Lead and facilitate productive discussions with staff and stakeholders * Encourage others to talk, share and debate ideas to achieve a consensus * Recognise diverse perspectives and the need for compromise in negotiating mutually agreed outcomes * Influence others with a fair and considered approach and sound arguments * Show sensitivity and understanding in resolving conflicts and differences * Manage challenging relationships with internal and external stakeholders * Anticipate and minimise conflict | | | | Adept | |
| Results logo | **Plan and Prioritise**  Plan to achieve priority outcomes and respond flexibly to changing circumstances | * Consider the future aims and goals of the team, unit and organisation when prioritising own and others’ work * Initiate, prioritise, consult on and develop team and unit goals, strategies and plans * Anticipate and assess the impact of changes, including government policy and economic conditions, on team and unit objectives and initiate appropriate responses * Ensure current work plans and activities support and are consistent with organisational change initiatives * Evaluate outcomes and adjust future plans accordingly | | | | Adept | |
| 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 | |

# 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 |
| Act with Integrity | Be ethical and professional, and uphold and promote the public sector values | Adept |
| Communicate Effectively | Communicate clearly, actively listen to others, and respond with understanding and respect | Adept |
| Relationships logo |  |  |  |
| Commit to Customer Service | Provide customer-focused services in line with public sector and organisational objectives | Adept |
| Results logo |  |  |  |
| Deliver Results | Achieve results through the efficient use of resources and a commitment to quality outcomes | Adept |
| Demonstrate Accountability | Be proactive and responsible for own actions, and adhere to legislation, policy and guidelines | Intermediate |
| Business Enablers logo |  |  |  |
| Finance | Understand and apply financial processes to achieve value for money and minimise financial risk | Intermediate |
| Technology | Understand and use available technologies to maximise efficiencies and effectiveness | 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 | Adept |