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| **Cluster** | Stronger Communities  |
| **Department** | Department of Communities and Justice |
| **Division/Branch/Unit** | Strategy, Policy and Commissioning/Women, Family and Community Safety |
| **Location** | Parramatta with flexible/hybrid options |
| **Classification/Grade/Band** | Clerk Grade 7/8 |
| **Role Number** | Multiple |
| **ANZSCO Code** | 272613 |
| **PCAT Code** | 1119192 |
| **Date of Approval** | 23 March 2023 | **Ref: WFCS 042** |
| **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 focused 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 Engagement and Support Program (ESP) participants. Contribute to the successful delivery and evaluation of the ESP.

# Key accountabilities

* Deliver accountable and collaborative case management that is respectful of culture and context of each individual, their family and the community, and is based on timely sharing of accurate information to ensure that the support meets their identified needs
* Undertake triage, assessment, investigation and ongoing case management to identify and address safety and risk concerns for participants and plan interventions
* Model ethical and targeted case management that is responsive to the changing needs of participants
* Build relationships within practice and legislative frameworks to encourage change and provide support
* Develop and maintain networks and relationships with key stakeholders to deliver appropriate services for participants and where appropriate their 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 effective case management, planning, decision
* making, reporting and information sharing
* Work collaboratively with ESP staff, stakeholders and the participant to design and implement support plans to ensure that participants and families are provided with the practical and emotional support they need.
* Work collaboratively with other NSW agencies, NGOs, community and families to plan, coordinate and negotiate services for clients and collate and analyse information from partner agencies, including law enforcement agencies.

# Key challenges

* Assessing risk and identifying needs of participants in complex and challenging situations where the majority 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 individual while ensuring that risk factors are appropriately identified and addressed through supportive interventions
* Contribute to an environment that promotes, encourages and rewards pro-social behaviour and maintains a safe and secure environment for the participant and yourself.
* Managing relationships with stakeholders, including service providers and other government agencies

# Key relationships

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| **Who** | **Why** |
| **Internal** |  |
| Director, Relationships and Systems | * Office leader
* Seek direction, advice and support
* Provide information and feedback
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| Program Manager | * Manager
* Maintain strong working relationship, including consultation
* Share knowledge and good practice
* Provide information, advice and feedback
* Maintain strong working relationship, including consultation
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| Senior Project Officer | * Provide information, advice and feedback
* Maintain strong working relationship, including consultation
 |
| Senior Case Manager | * Supervisor
* Maintain strong working relationship, including consultation
* Provide information, advice and guidance
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| Senior Specialist Psychologist | * Provide information, advice and guidance
* Seek specialist and clinical advice
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| Other DCJ divisions | * Liaise to ensure the provision of timely and accurate advice when requested
* Develop and maintain effective working relationships
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| **External** |  |
| NSW Police Coordinator | * Develop and maintain effective working relationship
* Share knowledge and good practice
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| Participants | * Ensure quality services are delivered to participants and where applicable their family.
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| Multi-Agency Panel Members | * Collaborate to provide appropriate services for participants
* Work together to enhance the design and viability of the service system
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| Other Government or services | * Collaborate to provide appropriate services for participants
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**Role dimensions Decision making**

The primary focus of decision making for a case manager is in engaging with, assessing, and supporting participants and where appropriate their families. Planning and delivering interventions for participants and assisting them 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. The role carries a level of autonomy in setting priorities and managing workload in alignment with management
	+ is 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 DCJ Delegations for specific financial and/or administrative delegations for this role.

# Reporting line

Reports to the ESP Senior Case Manager

# Direct reports

Nil **Budget/Expenditure** Nil

# Key knowledge and experience

Previous case management experience in a similar role, including but not limited to:

* Working with complex high needs clients
* Working in a multi-disciplinary team or working with multiple support agencies
* Preparation of reports regarding client progress or discharge
* Ability to lead multiple stakeholders in case management
* Ability to develop and review case plans using risk assessments and other material to inform case plan goals/needs
* Understanding of strategies and programs in regard to working with vulnerable people

# Essential requirements

* Tertiary qualifications in a Social Work, Psychology, Social Science Welfare or related discipline with demonstrated commitment to ongoing professional development
* Formal case management training
* Must be an Australian Citizen and able to acquire a National Security Clearance at NV1 level
* Current driver’s license and willingness to travel regularly within NSW

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.

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| **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 | * 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
 | Adept |
| 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 | Adept |
| Results logo | **Think and Solve Problems** Think, analyse, and consider the broader context to develop practical solutions | * 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
* 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
 | Adept |
| 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

  | 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.

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| **COMPLEMENTARY CAPABILITIES** |
| **Capability Group/Sets** | **Capability Name** | **Description** | **Level** |
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| Personal Attributes logo | 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 | 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 | Intermediate |
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| Results logo | Deliver Results | Achieve results through the efficient use of resources and a commitment to quality outcomes | Adept |
| 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 | Intermediate |
|  |
| 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 | Intermediate |