

# Applying for a Caseworker Role with Family and Community Services

## Why Work for Family and Community Services?

Kick start your career in Australia's largest child protection provider - NSW Department of Family and Community Services (FACS).

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 FACS, 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.

Find out more about who we are and what we do, as well as more about our employment conditions by visiting the **careers** pages on our website at <http://www.facs.nsw.gov.au>.

## What is a FACS Caseworker?

As a FACS Caseworker you will be working 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

If you decide to apply for a role in FACS, your application will need to include:

- a completed online **role application form**, with the names and contact details of two referees who can be contacted to discuss the claims you have made in your application
- your **resume** (or CV) which includes your personal details, employment and volunteer work history, and relevant qualifications

You may also wish to include a covering letter, together with your resume as **one** document.

It is important to note that at least one of your referees must have supervised you at some time during the last two years.

## Assessment Process

If your application is considered suitable, you may be invited to complete a range of assessments which may include an online test and/or a face to face assessment.

## Employment offers

You will usually receive advice of the outcome of your application within about 3 weeks of attending the assessment process and may be offered either permanent 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 twelve months. During this time you will be considered for all temporary and permanent employment opportunities as they arise.

If your application has not been successful, you may apply again at a later date but you will not be reassessed for a period of six months following your last attendance in an assessment process.

All candidates, including successful candidates, are encouraged to seek feedback about their performance following the assessment process. Details about how to obtain feedback are included in the letter advising you of the outcome of your application.

## Training and development

Recommended candidates will be required to complete the Caseworker Internship Program (CIP) within the first twelve months of employment. This program aims to assist new caseworkers to develop the relevant skills and knowledge required to undertake the role of a FACS child protection caseworker. Included in the CIP is 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 both programs is a condition of continued employment.

FACS 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 FACS Caseworker role

### • Qualifications

Tertiary qualifications are mandatory for caseworker roles in FACS and 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 FACS to verify your qualification.

Detailed information about caseworker qualifications is available on our website at

<https://www.facs.nsw.gov.au/about/careers/join-our-community-services-team>

### • Residency Status

To be eligible for permanent employment in FACS, 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 FACS 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. To obtain further information and to apply for a WWCC clearance please access the website [www.kidsguardian.nsw.gov.au](http://www.kidsguardian.nsw.gov.au).

- **Other Checks**

FACS 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 FACS 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 FACS caseworker, you will be required to advise FACS 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 FACS' 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 Family and Community Services.**

***We look forward to receiving your application.***

# Role Description

## Caseworker

Cluster/Agency	Family and Community Services
Division/Branch/Unit	Community Services
Classification/Grade/Band	Clerk Grade 3/7
ANZSCO Code	272613
Date of Approval	14 September 2016
Agency Website	<a href="http://www.facs.nsw.gov.au">www.facs.nsw.gov.au</a>

### Agency overview

The Department of Family and Community Services (FACS) directly supports approximately 800,000 people every year and reaches a further million people through local community-based programs.

Our vision is to empower all people to live fulfilling lives and achieve their potential in inclusive communities. We collaborate with government, non-government and community partners to work with children, adults, families and communities to improve lives and realise potential with a focus on breaking rather than managing disadvantage.

### 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

### 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 FACS actions

## Key relationships

Who	Why
<b>Internal</b>	
Casework Manager	<ul style="list-style-type: none"> <li>• Direct supervisor</li> <li>• Seek direction, advice and support</li> <li>• Provide information and feedback</li> </ul>
Manager Client Services	<ul style="list-style-type: none"> <li>• Practice leader of the CSC office/JIRT Cluster</li> <li>• Seek direction, advice and support</li> <li>• Provide information and feedback</li> </ul>
Caseworkers/Team Members	<ul style="list-style-type: none"> <li>• Peers and colleagues</li> <li>• Provide information and advice</li> <li>• Provide an effective and valuable two way liaison</li> </ul>
Casework Specialists, psychologists, clinical issues consultants, legal officers	<ul style="list-style-type: none"> <li>• Specialist and clinical advice</li> </ul>
Other FACS Divisions	<ul style="list-style-type: none"> <li>• Liaise to ensure the provision of timely and accurate advice when requested</li> <li>• Develop and maintain effective working relationships</li> <li>• Negotiate/agree on timeframes</li> </ul>
<b>External</b>	
Children, young people and families	<ul style="list-style-type: none"> <li>• The main focus for caseworkers who are working to promote good parenting and providing a safe and stable home</li> </ul>
Carers	<ul style="list-style-type: none"> <li>• Key clients who provide care for children and young people</li> </ul>
Government and non-government partners	<ul style="list-style-type: none"> <li>• Collaborate to provide appropriate services for children young people and families</li> </ul>
Children's court	<ul style="list-style-type: none"> <li>• Court orders, and other legal decisions on children and families are brought before the Children's Court</li> </ul>

## 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 FACS Delegations for specific financial and/ or administrative delegations for this role.

### **Reporting line**

Reports to the Casework 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

Appointments are subject to reference checks and the following pre-employment checks:




- 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*
- FACS will also review its own records, including Helpline reports and personnel records

## Capabilities for the role

The NSW Public Sector Capability Framework applies to all NSW public sector employees. The Capability Framework is available at <http://www.psc.nsw.gov.au/sector-support/capability-framework>

### Capability summary

Below is the full list of capabilities and the level required for this role. The capabilities in bold are the focus capabilities for this role. Refer to the next section for further information about the focus capabilities.

NSW Public Sector Capability Framework		
Capability Group	Capability Name	Level
 <b>Personal Attributes</b>	<b>Display Resilience and Courage</b>	<b>Intermediate</b>
	Act with Integrity	Intermediate
	Manage Self	Intermediate
	Value Diversity	Intermediate
 <b>Relationships</b>	Communicate Effectively	Intermediate
	<b>Commit to Customer Service</b>	<b>Intermediate</b>
	<b>Work Collaboratively</b>	<b>Foundational</b>
	Influence and Negotiate	Intermediate
 <b>Results</b>	Deliver Results	Foundational
	Plan and Prioritise	Foundational
	<b>Think and Solve Problems</b>	<b>Intermediate</b>
	Demonstrate Accountability	Intermediate
 <b>Business Enablers</b>	Finance	Foundational
	<b>Technology</b>	<b>Foundational</b>
	Procurement and Contract Management	Foundational
	Project Management	Foundational

## Focus capabilities

The focus capabilities for the role are the capabilities in which occupants must demonstrate immediate competence. The behavioural indicators provide examples of the types of behaviours that would be expected at that level and should be reviewed in conjunction with the role's key accountabilities.

### NSW Public Sector Capability Framework

Group and Capability	Level	Behavioural Indicators
<b>Personal Attributes</b> Display Resilience and Courage	Intermediate	<ul style="list-style-type: none"> <li>Be flexible and adaptable and respond quickly when situations change</li> <li>Offer own opinion and raise challenging issues</li> <li>Listen when ideas are challenged and respond in a reasonable way</li> <li>Work through challenges</li> <li>Stay calm and focused in the face of challenging situations</li> </ul>
<b>Relationships</b> Commit to Customer Service	Intermediate	<ul style="list-style-type: none"> <li>Support a culture of quality customer service in the organisation</li> <li>Demonstrate a thorough knowledge of the services provided and relay to customers</li> <li>Identify and respond quickly to customer needs</li> <li>Consider customer service requirements and develop solutions to meet needs</li> <li>Resolve complex customer issues and needs</li> <li>Co-operate across work areas to improve outcomes for customers</li> </ul>
<b>Relationships</b> Work Collaboratively	Foundational	<ul style="list-style-type: none"> <li>Work as a supportive and co-operative team member, share information and acknowledge others' efforts</li> <li>Respond to others who need clarification or guidance on the job</li> <li>Step in to help others when workloads are high</li> <li>Keep team and supervisor informed of work tasks</li> </ul>
<b>Results</b> Think and Solve Problems	Intermediate	<ul style="list-style-type: none"> <li>Research and analyse information and make recommendations based on relevant evidence</li> <li>Identify issues that may hinder completion of tasks and find appropriate solutions</li> <li>Be willing to seek out input from others and share own ideas to achieve best outcomes</li> <li>Identify ways to improve systems or processes which are used by the team/unit</li> </ul>
<b>Business Enablers</b> Technology	Foundational	<ul style="list-style-type: none"> <li>Display familiarity and confidence in the use of core office software applications or other technology used in role</li> <li>Understand the use of computers, telecommunications, audio-visual equipment or other technologies used by the organisation</li> <li>Understand information, communication and document control policies and systems, and security protocols</li> <li>Comply with policies on acceptable use of technology</li> </ul>