



Applying for a Helpline Caseworker role with Department of Communities and Justice

Why work for Department of Communities and Justice?

Kick start your career in Australia's largest child protection provider - NSW Department of Communities and Justice (DCJ).

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 DCJ 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.

What is the DCJ Helpline?

The DCJ Helpline is a 24-hour state-wide contact centre which receives calls relating to the suspected abuse and/or neglect of children and young people, as well as general inquiries about the Department. Callers include members of the public and mandatory reporters of child abuse and/or neglect such as police, education professionals, health workers, and/or childcare providers. Helpline caseworkers take details of reports and undertake initial risk assessments before referring them to a Community Services Centre (CSC) for further review and response.

How to apply

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

- a completed **online application**
- your **resume** which includes your personal details, employment history and relevant qualifications

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 **4 weeks** of attending the assessment process and may be offered either ongoing 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 eighteen months. During this time you will be considered for all temporary and ongoing 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.

Training and development

Recommended candidates will be required to complete the Caseworker Development Program (CDP). This program aims to assist new caseworkers to develop the relevant skills and knowledge required to undertake the role of a DCJ child protection caseworker. Training is provided on site at the DCJ Helpline with attendance required in eleven full-time, week-long blocks. Satisfactory progress and completion of both programs is a condition of continued employment.

DCJ 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 DCJ Helpline Caseworker role

• Qualifications

Tertiary qualifications or proof of Aboriginality are mandatory for Helpline caseworker roles in DCJ and NSW Government regulations require that we verify your qualifications if you are to be appointed to a role. You will be asked to submit copies of your academic transcript which have been certified by a Justice of the Peace as true copies of the originals, as well as signing a form in which you consent to DCJ making enquiries to verify your qualifications.

Aboriginal Helpline Caseworkers do not require tertiary qualifications as work experience with Aboriginal communities is highly valued by DCJ.

• Residency Status

To be eligible for permanent employment in DCJ, 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 are only eligible for appointment to temporary vacancies. 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 DCJ 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 complete the *remaining relevant criminal records checks*, we need to verify your identity. If you are called for interview or to an assessment centre, you will be required to supply copies of identification documents.

• Other Checks

DCJ will also review its own records, including Helpline reports and personnel records.

• Physical requirements

There are some basic physical requirements for performance of the duties of a Helpline Caseworker, which cannot be met by a person who has a severe physical and/or mobility impairment. To carry out the duties of a DCJ Helpline Caseworker, you need to be able to:

- undertake extensive periods of keyboarding
- sit for long periods of time
- walk on flat ground
- climb up and down stairs
- use both hands together
- see well enough to read

- sit on a chair
- reach forward and overhead
- bend and twist
- 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 Helpline 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 DCJ Helpline caseworker, you will be required to advise DCJ 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 DCJ's 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 Helpline Caseworker for Department of Communities and Justice.

We look forward to receiving your application.

Role Description

Caseworker Helpline



Cluster/Agency	Family and Community Services
Division/Branch/Unit	Community Services
Classification/Grade/Band	Clerk Grade 4/7
ANZSCO Code	TBC
Date of Approval	TBC
Agency Website	www.facs.nsw.gov.au

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

Operate within a contact centre environment as the first point of call for all child protection intake matters, undertake critical assessments and take the most appropriate actions to ensure the immediate and ongoing safety and or support of children and young people.

Key accountabilities

- Answer telephone calls within a contact centre environment and undertake the intake and assessment of concerns for the safety and risk of harm for children and young people
- Engage with clients or the reporter to ascertain all relevant details necessary to make an informed assessment about the level of risk of children and young people.
- Seek avenues, where required, to provide support to a child, young person or family.
- Produce clear, concise and accurate professional intake reports and other written materials to support Community Service Centre staff on undertaking case management and coordinating support services
- Collect, record and maintain accurate client information for reporting and information sharing
- Undertake case management responsibilities in out-of-hours circumstances where risk containment is required and/or a field response is necessary
- Participate and contribute to a culture of continuous learning and professional development to ensure practice knowledge and skills are contemporary and evidence-based.
- Develop and maintain networks and relationships with key stakeholders who deliver appropriate services for children, young people and families in order to facilitate information collaboration or referral for services.
- Work collaboratively with other staff, professionals and community support service providers to determine the most appropriate course of action and to develop realistic and workable solutions

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 without direct contact with the client and often in circumstances outside of business hours when all the information, and limited community support services are available
- 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
- Working in a call centre environment and 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
Internal	
Team Leader Helpline/ Casework Manager (Caseworker Helpline in the Critical Response Team may report to a Casework Manager)	<ul style="list-style-type: none"> • Direct supervisor • Seek direction, advice and support • Provide information and feedback
Manager Helpline	<ul style="list-style-type: none"> • Practice leader of the Helpline contact centre • Seek direction, advice and support • Provide information and feedback
Other Caseworkers/Team Members	<ul style="list-style-type: none"> • Peers and colleagues • Provide information and advice • Provide an effective and valuable two way liaison
Casework Specialists, psychologists, clinical issues consultants, legal officers	<ul style="list-style-type: none"> • Specialist and clinical advice
Other FACS Divisions and Districts	<ul style="list-style-type: none"> • 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 (clients and reporters)	<ul style="list-style-type: none"> • Engage with to ascertain all relevant information relating to intake and assessment of the situation • Provide advice and support
Carers	<ul style="list-style-type: none"> • Key clients who provide care for children and young people
Government and non-government partners	<ul style="list-style-type: none"> • Collaborate to provide appropriate services for children young people and families

Who	Why
General public	<ul style="list-style-type: none"> • Provide advice and information relating to FACS' services

Role dimensions

Decision making

The primary focus of decision making for a Caseworker (Helpline) is to critically consider a range of information to decide upon the actual circumstances or risk facing a child and young person without having direct contact.

The role:

- Works with supervision to set priorities and approach to workload and outputs as allocated by management.
- Responsible for determining own actions undertaken, within government and legislative policies, and for ensuring quality control in the implementation of the allocated workload.
- Ensures a course of action is suitable and based on sound evidence, in accordance with 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 Team Leader Helpline (Caseworker Helpline in the Critical Response Team may report to a 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
 Personal Attributes	Display Resilience and Courage	Intermediate
	Act with Integrity	Intermediate
	Manage Self	Intermediate
	Value Diversity	Intermediate
 Relationships	Communicate Effectively	Intermediate
	Commit to Customer Service	Intermediate
	Work Collaboratively	Foundational
	Influence and Negotiate	Intermediate
 Results	Deliver Results	Foundational
	Plan and Prioritise	Foundational
	Think and Solve Problems	Intermediate
	Demonstrate Accountability	Intermediate
 Business Enablers	Finance	Foundational
	Technology	Foundational
	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
Personal Attributes Display Resilience and Courage	Intermediate	<ul style="list-style-type: none"> • Be flexible and adaptable and respond quickly when situations change • Offer own opinion and raise challenging issues • Listen when ideas are challenged and respond in a reasonable way • Work through challenges • Stay calm and focused in the face of challenging situations
Relationships Commit to Customer Service	Intermediate	<ul style="list-style-type: none"> • Support a culture of quality customer service in the organisation • Demonstrate a thorough knowledge of the services provided and relay 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 • Co-operate across work areas to improve outcomes for customers
Relationships Work Collaboratively	Foundational	<ul style="list-style-type: none"> • Work as a supportive and co-operative team member, share information and acknowledge others' efforts • Respond to others who need clarification or guidance on the job • Step in to help others when workloads are high • Keep team and supervisor informed of work tasks
Results Think and Solve Problems	Intermediate	<ul style="list-style-type: none"> • Research and analyse information and make recommendations based on relevant evidence • Identify issues that may hinder completion of tasks and find appropriate solutions • Be willing to seek out input from others and share own ideas to achieve best outcomes • Identify ways to improve systems or processes which are used by the team/unit
Business Enablers Technology	Foundational	<ul style="list-style-type: none"> • Display familiarity and confidence in the use of core office software applications or other technology used in role • Understand the use of computers, telecommunications, audio-visual equipment or other technologies used by the organisation • Understand information, communication and document control policies and systems, and security protocols • Comply with policies on acceptable use of technology