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| **Cluster/Agency** | Family and Community Services (FACS) |
| **Division/Branch/Unit** | Community Services |
| **Classification/Grade/Band** | Clerk Grade 9 |
| **ANZSCO Code** | 134214 |
| **Date of Approval** | 14 September 2016 |
| **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

Lead and influence casework practice across a team of caseworkers which directly supports children, young people and families through effective case management allocation, team and individual casework supervision and collaborative local and interagency practices.

# Key accountabilities

* Lead and manage a team/s of caseworkers through effective group supervision, leadership and individual casework coaching and feedback to deliver accountable and collaborative casework that respects the culture and context of each child, young person, family and community
* Model ethical and curious casework practice and culture which nurtures quality family work and draws on differing views, external expertise and fosters debate and learning
* Ensure casework and client record compliance through effective review and feedback mechanisms
* Prepare and review input to legal documentation, briefings and correspondence on care and protection issues ensuring responses are accurate and provided within requested timeframes
* Initiate court proceedings as the official applicant and provide support and guidance to caseworkers in matters such as appeal proceedings in District and Supreme Courts
* Provide authoritative practice through ongoing professional development and collaboration across the agency and with community partners
* Participate and contribute to a culture of continuous learning and professional development to ensure practice knowledge and skills are contemporary and evidence-based
* As a member of a local management team, contribute to operational and policy issues and change management strategies which support the agency goals and objectives

# Key challenges

* Managing high client demand and making judgements on risk and client allocation 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
* Understanding and responding to differing capabilities across a team of caseworkers and allocating cases appropriately

# Key relationships

| Who | Why |
| --- | --- |
| **Internal** |  |
| Manager Client Services | * Direct supervisor * Practice leader of the CSC office/JIRT Cluster * Seek direction, advice and support * Provide information and feedback |
| Caseworkers/Team Members | * Peers and colleagues * Provide information and advice * Provide an effective and valuable two way liaison |
| Casework Specialists, psychologists, clinical issues consultants, legal officers | * Specialist and clinical advice |
| Other FACS Divisions | * 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 | * The main focus for caseworkers who are working to promote good parenting and providing a safe and stable home |
| Carers | * Key clients who provide care for children and young people |
| Government and non-government partners | * Collaborate to provide appropriate services for children young people and families |
| Children’s court | * Court orders, and other legal decisions on children and families are brought before the Children’s Court |

# Role dimensions

## Decision making

Establishes day to day priorities to mange a team of caseworkers and allocation of work.

Approves all aspects of case plans for children and young people at risk and in care.

Makes decisions on complex or controversial cases which may present high risks and/or cases requiring a long term commitment of resources.

The role

* carries a high level of autonomy in setting own priorities, and those of any staff/project staff supervised, in alignment with management
* maintains a degree of independence to develop a suitable approach in managing the workload, as well as that of supervised staff, and provision of advice and recommendations as well as input to the development of relevant systems, frameworks, team planning and projects
* determines own actions undertaken, within government and legislative policies, and for ensuring quality control in the implementation of own, and any staff supervised, workload
* ensures recommendations are based on sound evidence, but at times may be required to use their judgment under pressure or in the absence of complete information or as a source of expert advice to internal stakeholders across the Department as well as externally to Ministerial level
* as necessary, consults with management 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 Manager Client Services

## Direct reports

Team of Caseworkers, number dependent on district size

## 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 relevant child protection database 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** |
|  | **Display Resilience and Courage** | **Adept** |
| **Act with Integrity** | **Adept** |
| Manage Self | Adept |
| Value Diversity | Adept |
|  | Communicate Effectively | Intermediate |
| **Commit to Customer Service** | **Adept** |
| **Work Collaboratively** | **Intermediate** |
| Influence and Negotiate | Adept |
|  | Deliver Results | Intermediate |
| Plan and Prioritise | Intermediate |
| **Think and Solve Problems** | **Adept** |
| Demonstrate Accountability | Adept |
|  | Finance | Intermediate |
| **Technology** | **Intermediate** |
| Procurement and Contract Management | Intermediate |
| Project Management | Intermediate |
|  | **Manage and Develop People** | **Intermediate** |
| Inspire Direction and Purpose | Intermediate |
| Optimise Business Outcomes | Intermediate |
| Manage Reform and Change | Intermediate |

## 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 | Adept | Be flexible, show initiative and respond quickly when situations change  Give frank and honest feedback/advice  Listen when ideas are challenged, seek to understand the nature of the criticism and respond constructively  Raise and work through challenging issues and seek alternatives  Keep control of own emotions and stay calm under pressure and in challenging situations |
| **Personal Attributes**  Act with Integrity | Adept | Represent the organisation in an honest, ethical and professional way and encourage others to do so  Demonstrate professionalism to support a culture of integrity within the team/unit  Set an example for others to follow and identify and explain ethical issues  Ensure that others understand the legislation and policy framework within which they operate  Act to prevent and report misconduct, illegal and inappropriate behaviour |
| **Relationships**  Commit to Customer Service | Adept | Take responsibility for delivering high quality customer-focused services  Understand customer perspectives and ensure responsiveness to their needs  Identify customer service needs and implement solutions  Find opportunities to co-operate with internal and external parties to improve outcomes for customers  Maintain relationships with key customers in area of expertise  Connect and collaborate with relevant stakeholders within the community |
| **Relationships**  Work Collaboratively | Intermediate | Build a supportive and co-operative team environment  Share information and learning across teams  Acknowledge outcomes which were achieved by effective collaboration  Engage other teams/units to share information and solve issues and problems jointly  Support others in challenging situations |
| **Results**  Think and Solve Problems | Adept | Research and analyse information, identify interrelationships and make recommendations based on relevant evidence  Anticipate, identify and address issues and potential problems and select the most effective solutions from a range of options  Participate in and contribute to team/unit initiatives to resolve common issues or barriers to effectiveness  Identify and share business process improvements to enhance effectiveness |
| **Business Enablers**  Technology | Intermediate | Apply computer applications that enable performance of more complex tasks  Apply practical skills in the use of relevant technology  Make effective use of records, information and knowledge management functions and systems  Understand and comply with information and communications security and acceptable use policies  Support the implementation of systems improvement initiatives and the introduction and roll-out of new technologies |
| **People Management**  Manage and Develop People | Intermediate | Ensure that roles and responsibilities are clearly communicated  Collaborate on the establishment of clear performance standards and deadlines in line with established performance development frameworks  Develop team capability and recognise and develop potential in people  Be constructive and build on strengths when giving feedback  Identify and act on opportunities to provide coaching and mentoring  Recognise performance issues that need to be addressed and work towards resolution of issues |