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| --- | --- |
| **Cluster/Agency** | Family and Community Services (FACS) |
| **Division/Branch/Unit** | Community Services |
| **Classification/Grade/Band** | Clerk Grade 3/4 |
| **ANZSCO Code** | 411713 |
| **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

The primary purpose of a Casework Support Worker is to directly support the day to day work of caseworkers and contribute to keeping children, young people and families safe by undertaking tasks which support case planning and documentation, referrals and appointments, case visits and day to day team priorities.

# Key accountabilities

* Contribute to collaborative casework by maintaining timely client and casework records, including client information system records, the coordination and delivery of court papers and appropriate information sharing
* Coordinate logistical arrangements for meetings including case management and family meetings, supervised visits, appointments and other activities which directly support case planning and decision-making for children and young persons
* Supervise “low risk” family contact visits and prepare summary reports which accurately record observations
* Contribute to continuous learning, professional networks and relationships through the co-ordination of meetings and other information sharing activities
* Actively participate as a team member with caseworkers and administrative staff to address team priorities and directly support caseworkers on a day to day basis

# Key challenges

* Working across a team/s of caseworkers where competing priorities and urgent matters requires regular review and re-prioritisation
* Supporting the work of caseworkers and understanding the complex and challenging situations where the majority of families are at significant disadvantage due to factors such as a prior history of trauma, poverty and violence
* Balancing the completion of casework related tasks which directly support caseworkers to see more children young people and families with the need to personally build supporting relationships with children, young people and families

# Key relationships

| Who | Why |
| --- | --- |
| **Internal** |  |
| Casework Manager | * Direct supervisor * Practice leader of the CSC office/JIRT Cluster |
| Caseworkers | * Work together as a team * Provide support to Caseworkers to allow them more time for direct contact with clients |
| Manager Client Services | * Specialist and clinical advice |
| **External** |  |
| Children, young people, families and carers | * Arranging services, visits and other support provisions |
| Government and non-government partners | * Coordination of appointments and services for children young people and families |
| Children’s court | * Arranging delivery of court orders and other documents to the Children’s Court |

# Role dimensions

## Decision making

## The primary focus of decision making for a Casework Support Worker is organising daily priorities which directly support caseworkers. The role also requires some discretionary decision making in relation to observing and reporting behaviours of children, young people and families in contact visits and other activities where risk and safety are an issue.

## Reporting line

Reports to Manager Casework

## Direct reports

Nil

## Budget/Expenditure

Nil

# Essential requirements

* A TAFE Diploma in a relevant field , welfare / community services and/or relevant work experience deemed to be the equivalent
* 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** |
|  | **Display Resilience and Courage** | **Intermediate** |
| Act with Integrity | Foundational |
| Manage Self | Intermediate |
| Value Diversity | Intermediate |
|  | Communicate Effectively | Intermediate |
| **Commit to Customer Service** | **Foundational** |
| **Work Collaboratively** | **Foundational** |
| Influence and Negotiate | Foundational |
|  | Deliver Results | Foundational |
| **Plan and Prioritise** | **Foundational** |
| Think and Solve Problems | Foundational |
| Demonstrate Accountability | Foundational |
|  | 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 | 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 | Foundational | Understand the importance of customer service  Help customers understand the services that are available  Take responsibility for delivering services which meet customer requirements  Keep customers informed of progress and seek feedback to ensure their needs are met  Show respect, courtesy and fairness when interacting with customers |
| **Relationships**  Work Collaboratively | Foundational | 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**  Plan and Prioritise | Foundational | Plan and coordinate allocated activities  Re-prioritise own work activities on a regular basis to achieve set goals  Contribute to the development of team work plans and goal setting  Understand team objectives and how own work relates to achieving these |
| **Business Enablers**  Technology | Foundational | 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 |