

Role Description

Caseworker JCPRP

Cluster/Agency	Department of Communities and Justice
Division/Branch/Unit	Community Services
Classification/Grade/Band	Clerk Grade 3/7
ANZSCO Code	272613
Date of Approval	
Agency Website	www.facs.nsw.gov.au

Agency Overview

The Department of Communities and Justice (DCJ) commenced on 1 July 2019 and is the lead agency which forms the Stronger Communities Cluster. The new department brought together the former departments of Family and Community Services (FACS) and Justice.

We provide services to better work together to support everyone's right to access justice and other help for families, and promote early intervention and inclusion, with benefits for the whole community.

Stronger Communities brings all government services targeted at achieving safe, just, inclusive and resilient communities under one roof.

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.

About JCPR

The Joint Child Protection Response Program (JCPRP) is a tri-agency specialist program delivered by the Department of Communities and Justice (DCJ), the NSW Police Force and NSW Health. JCPRP provides a comprehensive and coordinated safety, criminal justice and health response to children and young people alleged to have experienced sexual abuse, serious physical abuse and/or extreme neglect.

Primary purpose of the role

Work in a tri-agency context to assess reports of significant harm to children and young people and take action to secure their safety and wellbeing.

Key accountabilities

- Undertake assessment / investigation and family work to identify and address safety and risk concerns for children and young people
- 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
- 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 support meaningful 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 mitigate risks and enhance 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

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
- Addressing safety and risks to children and young people in the context of a criminal investigation
- 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 DCJ actions

Key Relationships

Who	Why
Internal (DCJ)	
Casework Manager, JCPRP	<ul style="list-style-type: none"> • Direct supervisor • Seek endorsement of work, direction, advice and support • Provide information and feedback
Manager Client Services, JCPRP	<ul style="list-style-type: none"> • Practice leader of the JCPRP Cluster • Seek endorsement of work, direction, advice and support • Provide information and feedback
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
Community Services Centres	<ul style="list-style-type: none"> • Develop and maintain effective working relationships to ensure the delivery of a holistic child protection response to children, young people, siblings and carers/families

Who	Why
Other FACS Divisions	<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
Program (JCPRP)	
Police and Health Team Members	<ul style="list-style-type: none"> • Collaborate to provide an appropriate safety, criminal justice and health response to children, young people and their protective carers
External	
Children, young people and families	<ul style="list-style-type: none"> • The main focus for caseworkers who are working to promote good parenting and providing a safe and stable home
Carers	<ul style="list-style-type: none"> • Key clients who provide care for children and young people
Government and non-government partners including police and health officers	<ul style="list-style-type: none"> • Collaborate to provide appropriate services for children young people and families
Children's court	<ul style="list-style-type: none"> • Court orders, and other legal decisions on children and families are brought before the Children's Court

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 within a tri-agency context. Planning next steps for families to connect with appropriate support services, in collaboration with Police and/or Health 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 Manager Casework, JCPRP

Direct reports

Nil

Budget/Expenditure

Nil

Essential requirements

- Minimum two years frontline experience in statutory child protection or statutory investigation services.
- Satisfactory completion of the Department of Communities and Justice Caseworker Development Program or equivalent, as required by interstate or international statutory child protection or statutory investigation jurisdictions.
- Tertiary qualifications in a Social Work, Psychology, Social Science Welfare or related discipline with demonstrated commitment to ongoing professional development
- Current NSW driver's licence

Important: 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*
- DCJ 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	Intermediate
	Manage Self	Intermediate
	Value Diversity	Intermediate
	Communicate Effectively	Intermediate
	Commit to Customer Service	Intermediate
	Work Collaboratively	Foundational

 Relationships	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 member of the DCJ and JCPRP team, share information and acknowledge others' efforts Respond to others who need clarification or guidance on the job

NSW Public Sector Capability Framework

Group and Capability	Level	Behavioural Indicators
		<ul style="list-style-type: none">• 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