

ROLE DESCRIPTION

Juvenile Justice Caseworker

Cluster	Stronger Communities	
Department	Department of Communities and Justice	
Division/Branch/Unit	Youth Justice	
Location	Various	
Classification/Grade/Band	Clerk Grade 6/7	
ANZSCO Code	272613	
Role Number	Various	
PCAT Code	1119192	
Date of Approval	7 October 2016	REF: JJ 0114
Agency Website	www.djj.nsw.gov.au	

This role description applies to multiple roles across DCJ. Please see job notes and/or advertisement for more information on specific role qualification requirements and relevant experience.

Agency overview

The Department of Communities and Justice (DCJ) is the lead agency under the Stronger Communities Cluster. DCJ works to enable everyone's right to access justice and help for families through early intervention and inclusion, with benefits for the whole community. Stronger Communities is focussed on achieving safe, just, inclusive and resilient communities by providing services that are effective and responsive to community needs. For the first time, the creation of DCJ and Stronger Communities provides an opportunity to focus on prevention and early intervention across both the social welfare and justice systems.

Primary purpose of the role

Provide front line services to young people at a Juvenile Justice Centre or Community Office. This involves providing a range of quality externally and internally sourced services to detainees, youth justice conferencing clients, victims of crime and court mandated young people and their families. The JJ caseworker is part of a multi-disciplined team that aims to reduce re-offending of young people, enhance their functioning and support reintegration into their families and the community.

Key accountabilities

- Undertake case management activities that target appropriate areas of need/risk to the young person re-offending. This includes case planning, organising and facilitating case conferences and delivering offence focused intervention programs to young people.
- Work collaboratively with Juvenile Justice staff such as other JJ Caseworkers, Youth Officers and Psychologists, along with a range of government and non-government stakeholders to connect young people to services appropriate to their individual case plan and monitor the progress of the young person.

- Work closely with courts, parole authorities, review panels and legal professionals and provide clear and concise advice, briefings, reports and other formal written communication for internal and external stakeholders.
- Use detailed structured screening and assessment tools to identify the risks and needs of young people and determine the level and types of interventions/programs required, including family and crisis interventions.
- Monitor outcome plans and case plans for compliance and progress in line with required operational standards and take appropriate actions.
- Maintain accurate records and data integrity of relevant information systems to ensure accurate, up to date client information is available to support effective case management, planning, decision making and quality assurance.
- Provide young people and their families with the tools, information and support to create positive change in their lives and contribute more productively within their community.
- Contribute to the therapeutic nature of Juvenile Justice services including behaviour management of young people and reflective practice with staff
- Adapt to changes and comply with Departmental policies, procedures, standards and best practice guidelines.

Key challenges

- Working with victims of crime and managing disadvantaged and complex young people (and their families) who face issues of mental health, family dysfunction, alcohol and other drug misuse, intellectual disability, cognitive impairment, lack of educational /employment success, anti-social peers and violence. Communication and negotiation to facilitate engagement is crucial.
- Negotiating and influencing reluctant non-government agencies to actively participate in addressing issues affecting young people.
- Balancing dual functions of working within strict legal and legislative frameworks and a problem-solving role. Juvenile Justice Caseworkers must help clients understand their purpose and role, particularly the dual authority/helping role, and maintain professional boundaries.

Key relationships

Who	Why
Internal	
Assistant Manager	Case allocation and monitoring of progress and results. A source of authority on legislation and policy surrounding Juvenile Justice case management of young people, the Youth Justice Conferencing Scheme. Staff safety protocols.
Area Manager / Centre Manager	Provides overarching direction on resource management, equity of service delivery and professional development. Sets and maintain budget limits.

Who	Why
All other professional and support staff within Juvenile Justice	<p>Share information, peer advice, support.</p> <p>Collaborative team work to deliver services and program consistently and with integrity.</p> <p>Team safety protocols</p> <p>Active case plan participants delivering services directly to clients.</p> <p>Seek expert advice and services for clients.</p>
External	
Young People & their families	<p>Negotiate key outcomes for and with clients</p> <p>Referrals to external services and programs and ongoing monitoring against case plans.</p> <p>Day to day monitoring client compliance with court imposed Supervision Orders, referrals to youth justice conferencing, and completion of programs and outcomes.</p> <p>Inform young people of their legal rights to representation, bail, appeal and lodging complaints.</p> <p>Screening and assessing young people.</p> <p>Family counselling and crisis intervention.</p>
Justice System Staff	<p>Police – for regular meetings and sharing of intelligence information and referral of young people.</p> <p>Courts – provide expert advice to assist the court in making decisions regarding young people .</p> <p>Information and advice regarding young people subject to a Juvenile Justice intervention to police, magistrates, court services staff.</p>
Other Government and Non Government organisations	<p>Gain access and connect young people to programs with limited spaces available or strict program entry criteria.</p> <p>Secure accommodation and support from providers and community networks to resolve bail and placement issues for young people.</p>
Local community	<p>Promote greater understanding of the services Juvenile Justice delivers to the community.</p> <p>Work collaboratively to protect the interest of both clients, victims and the broader community.</p>

Role dimensions

Decision making

- Caseworkers are a source of authority on policy surrounding Juvenile Justice case management, relevant legislation concerning young people and suitable programs.
- In preparing recommendations, advice, information and reports the role must be mindful of the impact and influence it has, therefore must be professional, appropriate and in the interest of justice, the young person and the community, as it may directly impact young people and their families, and may result in the (re)incarceration of a young person.

- Caseworkers must analyse a suite of programs against the young person's needs and risk areas (to re-offending and safety) and undertake program delivery.
- In developing and initiating case plans the role must recommend appropriate programs, and the most effective form of client engagement.
- The role makes a range of day-to-day decisions that must comply with legislative requirements, and will directly impact a young person's ability to reintegrate into their community

Reporting line

Assistant Manager

Direct reports

Nil

Budget/Expenditure

Nil

Essential requirements

- Relevant tertiary qualifications (diploma or higher) in social work, welfare, psychology, criminology, education or related field or equivalent experience.
- Current NSW Working with Children Clearance
- Current Driver's Licence
- Knowledge of and Respect for Aboriginal and Torres Strait Islander cultures.
- Regional and rural based Juvenile Justice Caseworkers travel larger distances to meet with clients

Where a position is identified, an applicant's race is a genuine occupational qualification and authorised by Section 14(d) of the Anti-Discrimination Act 1977.

- Documented verification of Aboriginality.
- A current driver's licence.

The division will accept proof of Aboriginality confirming the following:

- 1 You are an aboriginal person of Aboriginal decent;
- 2 You identify as being Aboriginal; and
- 3 You are accepted as such by the community in which you live

An acceptable form of documented verification is a "Confirmation of Aboriginality" letter, provided to you by a local Aboriginal organisation that includes a common seal from that organisation.

Appointments are subject to reference checks. Some roles may also require the following checks/clearances:

- 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

Capabilities for the role

The NSW Public Sector Capability Framework applies to all NSW public sector employees. The Capability Framework is available at www.psc.nsw.gov.au/capabilityframework

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	Adept
	Commit to Customer Service	Adept
	Work Collaboratively	Intermediate
	Influence and Negotiate	Intermediate
 Results	Deliver Results	Intermediate
	Plan and Prioritise	Foundational
	Think and Solve Problems	Adept
	Demonstrate Accountability	Foundational
 Business Enablers	Finance	Foundational
	Technology	Foundational
	Procurement and Contract Management	Foundational
	Project Management	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		<ul style="list-style-type: none"> Represent the organisation in an honest, ethical and professional

NSW Public Sector Capability Framework

Group and Capability	Level	Behavioural Indicators
Act with Integrity	Intermediate	<ul style="list-style-type: none"> way Support a culture of integrity and professionalism Understand and follow legislation, rules, policies, guidelines and codes of conduct Help others to understand their obligations to comply with legislation, rules, policies, guidelines and codes of conduct Recognise and report misconduct, illegal or inappropriate behaviour Report and manage apparent conflicts of interest
Relationships Communicate Effectively	Adept	<ul style="list-style-type: none"> Tailor communication to the audience Clearly explain complex concepts and arguments to individuals and groups Monitor own and others' non-verbal cues and adapt where necessary Create opportunities for others to be heard Actively listen to others and clarify own understanding Write fluently in a range of styles and formats
Relationships Commit to Customer Service	Adept	<ul style="list-style-type: none"> 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
Results Think and Solve Problems	Adept	<ul style="list-style-type: none"> 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 Project Management	Intermediate	<ul style="list-style-type: none"> Perform basic research and analysis which others will use to inform project directions Understand project goals, steps to be undertaken and expected outcomes Prepare accurate documentation to support cost or resource estimates Participate and contribute to reviews of progress, outcomes and future improvements Identify and escalate any possible variance from project plans

