

Department for Child Protection – Role Statement

ROLE TITLE:	Child Protection Case Manager	DIVISION:	Service Delivery and Practice
CLASSIFICATION:	PO1	DIRECTORATE:	Multiple
POSITION NO:	Various	BUSINESS UNIT:	DCP Offices
DATE REVIEWED:	October 2019	FTE:	1.0
REPORTS TO:	Supervisor	ROLES REPORTING TO THIS ROLE:	Nil
ROLE PURPOSE:			
<p>The Child Protection Case Manager role is a role within the Department for Child Protection (DCP) and is accountable to the Supervisor and is responsible for child protection investigations and assessments including providing case management services, focused interventions to safeguard children, assisting families and working with children. The role identifies and responds to the safety, wellbeing and development needs of children and young people. The role provides services that are inclusive of Aboriginal people and people from culturally and linguistically diverse backgrounds.</p>			
KEY OUTCOMES:			
<ol style="list-style-type: none"> 1. Provide professional, high quality, effective and culturally inclusive case management services in a care and protection framework to respond to the needs of children and young people in a timely manner and within statutory guidelines. 2. Conduct regular visits, assess the needs of children and families, and plan and deliver focused intervention to safeguard children, support parents in developing parenting skill and promote positive outcomes. 3. Work in a culturally appropriate manner with community, kin and family for the safety of children and young people. 4. Assist families who are unable to effectively and safely care for their children to work towards a safe return to their care as well as assist children in out-of home care to reconnect with their birth families, strengthen relationships and achieve and maintain reunification. 5. Under professional direction, conduct investigations and risk assessments in a child-centred manner, using a critical enquiry and solution based case management approach focused on the safety of the child and on the support of the parent/family to effectively and safely care for their child. 6. Work with children and young people, including those who have entered into the care of the Chief Executive so that their development, stability and security is assured. 7. Identify the factors that impact upon family effectiveness in situations where child safety is a key concern and work with families to support the safe care of their children. 		<ol style="list-style-type: none"> 8. Contribute to the protection of children, evaluate the risk of abuse, failure to protect and harm to self and other people and ensure that all matters regarding the care and management of children are reported in line with departmental policies and procedures. 9. Provide written and verbal reports which are concise, informative and based on an analysis of evidence gathered this includes being a witness in court proceedings. 10. Maintain/manage information about children and young people and their families by inputting information/data in to the C3MS system, keeping case files well organised, up to date and able to provide concise and accurate information about a child's circumstances. 11. Take action and provide services that are inclusive of Aboriginal people as well as engaging in learning about Aboriginal culture to better establish relationships and improve services. 12. Take action and provide services that are inclusive of people from culturally and linguistically diverse backgrounds other as well as engaging in learning about other cultures to better establish relationships and improve services. 13. Contribute to maintaining a safe and healthy work environment by taking personal accountability by identifying and reporting incidents, hazards and injuries in accordance with DCP policy & procedure, and cooperating and complying with reasonable instructions of DCP line management and WHS Officers. 	
KEY RELATIONSHIPS/INTERACTIONS:		QUALIFICATIONS:	
<ul style="list-style-type: none"> • Directors and Senior Managers across the agency • Office Manager • Supervisor (line manager) 		<ul style="list-style-type: none"> • Department for Child Protection staff • Other government departments. • Relevant Non-Government organisations. 	
		<p>Essential: Appropriate degree qualification in Community Services, Social Sciences, Human Services, Health or related field.</p>	

KEY SELECTION CRITERIA:

- Demonstrate an awareness of Aboriginal cultural practices and/or differences including an ability to provide services that are inclusive of Aboriginal people and people from culturally and linguistically diverse backgrounds as well as engaging in learning about, and seeking cultural direction on, other cultures to better establish relationships and improve services.
- Knowledge of child developmental stages, attachment and trauma theories as they relate to child protection practice and the capacity to understand relevant legislative, policy, and case management framework requirements, parenting capacity and family and environmental factors in which to establish the need of an individual child.
- Ability to identify and respond to needs and risks to safety, wellbeing and development of children and young people.
- Ability to work effectively within a multidisciplinary team towards achieving the identified outcomes of the team and/or program.
- Ability to operate under and seek professional direction, to assess complex issues, manage workloads, organise and plan work activities to meet deadlines, taking in to account the need to prioritise competing tasks and responsibilities.
- Demonstrated ability in providing written and verbal reports which are concise, informative and based on an analysis of evidence gathered.
- Ability to develop and maintain strong working relationships with people both within government, non-government sector and community to promote positive outcomes for children and families.
- Demonstrate knowledge and commitment to promoting and creating a safe and inclusive work environment.

CORE CAPABILITIES & EXPECTED BEHAVIOURS

Relating & Communicating

- Expresses facts and ideas both verbally and in writing in a clear, convincing and organised manner.
- Adapt communication style to build effective rapport both with clients and across teams.
- Develop team relationships and encourage active participation from all team members.
- Develop a clear understanding of issues from client’s perspective.
- Deliver high quality solutions and accurate information to clients in a timely manner to build positive client relationships.

Working in Partnership

- Operate within and across relevant professional networks.
- Work closely with various specialists and take advice
- Work cohesively with other government/non-government agencies and community to promote positive outcomes for children and families.
- Work effectively within a

Achieving Objectives

- Manage workload and changing priorities.
- Adjust activities/processes based on feedback.
- Ability to explore alternatives and positions to reach agreements and solutions that gain support and acceptance of all parties.
- Utilise Structured Decision Making © (SDM©) tools and relevant Department guidelines.

Respect and Cultural Support

- Take action and provide services that are inclusive of Aboriginal people and people from culturally and linguistically diverse backgrounds as well as engaging in learning about other cultures to better establish relationships and improve services.
- Engage in practices that build and support a culturally competent workplace by utilising culturally relevant assessments, tools and resources, interventions and processes specific to your practice area.
- Be aware of Aboriginal cultural practices and/or differences and seek cultural consultation to promote inclusive practice.

Personal Drive & Professionalism

PUBLIC SECTOR VALUES

- ✓ **Service:**
We proudly serve the community and Government of South Australia
- ✓ **Professionalism:**
We strive for excellence
- ✓ **Trust:**
We have confidence in the ability of others
- ✓ **Respect:**
We value every individual
- ✓ **Collaboration & Engagement:**
We create solutions together
- ✓ **Honesty & Integrity:**
We act truthfully, consistently and fairly
- ✓ **Courage & Tenacity:**
We never give up
- ✓ **Sustainability:**
We work to get the best results for the current and future generations of South Australians

CORPORATE RESPONSIBILITIES

- Maintain accurate and complete records in accordance with the State Records Act 1997 and departmental policies, procedures and practice guidance.
- Understand and follow the requirements of confidentiality within the Children and Young People (Safety) Act 2017, and whole of government and DCP policies, procedures and practice guidance to facilitate appropriate standards of confidentiality and information sharing practice.
- Actively participate in performance development processes.
- Comply with reporting obligations arising from legislation, professional conduct standards including the Code of Ethics for the South Australian Public Sector, and departmental policies, procedures and practice guidance.
- Undertake mandatory training activities as specified with the DCP Mandatory Training Procedure.
- Actively contribute to Reconciliation, and to the aims and objectives of the Aboriginal & Torres Strait Islander Child Placement Principle.
- Demonstrate a commitment to preventing gendered violence against women consistent with DCP’s status as a White Ribbon Accredited Workplace.
- Actively support DCP’s commitment to ensuring a workplace culture that is respectful, safe and inclusive where our employees are free from discrimination and are recognised for the individual and collective skills and perspectives that they bring by virtue of culture, race, gender, disability, age, sexual orientation, gender identity, intersex status and other differences.

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multidisciplinary team towards achieving the identified outcomes of the team and/or program.

Continuous Improvement

- Contribute innovative ideas to improve departmental processes and encourage others to contribute.
- Monitor data integrity and apply appropriate procedures for maintaining security and confidentiality.
- Engage in a continuous process of self-development, identifying and addressing learning and development needs to enhance own performance.

- Evaluate personal progress and develop new approaches to increase knowledge base and skill sets.
- Take action when receiving feedback from others to improve strengths and development areas.
- Takes responsibility and ownership for own decisions, actions and results.
- Resilience; demonstrated ability to persist through difficult situations, bounce back and grow from adversity.

- Act at all times in accordance with the Code of Ethics for the South Australian Public Sector and legislative requirements including (but not limited to) the Public Sector Act 2009 and Work Health and Safety Act 2012.

SPECIAL CONDITIONS

- The successful applicant is required to gain a Department of Human Services (DHS) working with children check (WWCC) prior to being employed which is required to be renewed every five years before expiry.
 - Some out of hours and weekend work may be required.
 - Some intra/interstate travel (including in a small aircraft) including overnight stay may be required.
 - A current Australian driver's licence (P2 or above) and a willingness to drive is essential.
 - Will be required to undertake physical aspects of child management including lifting and carrying babies or small children.
 - May be required to perform duties in other locations/divisions/units dependent upon Departmental requirements.
 - The incumbent will be required to undertake Child Safe Environments – Reporting Child Abuse and Neglect and other mandatory training as required.
 - Australian residency or current works permit is required (responsibility of applicant to provide evidence of a current work permit).
- Remote Far North locations:**
- Require to undertake 4 wheel-drive training and be confident to travel dirt roads/long distances in terrain that is very remote.
 - Required to fly on a rotational roster, 8 days on and 6 days off, to APY Lands – Umuwa Base.
 - Supervisor and team required to live in shared accommodation.
 - A current remote first aid certificate is essential.
 - Interstate travel in a small aircraft on a regular basis will be required.

Approved date: 29 November 2019

