

Senior Child Protection Case Manager

Department for Child Protection

Nurturing happy, healthy kids so they can grow up safe and reach their full potential.

CLASSIFICATION:	PO2	DIRECTORATE:	Multiple
REPORTS TO:	Supervisor	FTE:	1.0
ROLES REPORTING TO THIS ROLE:	Nil		

ABOUT THIS ROLE:

The Senior Child Protection Case Manager is a role within the Department for Child Protection (DCP) and provides professional guidance and support for less experienced staff. The role is accountable to the Supervisor for effective and complex case management services that identify and respond to the safety, wellbeing and development needs of children and young people including undertaking more complex child protection investigations and assessments that utilises greater specialised professional knowledge, assisting families, working with children and young people and providing focused interventions to safeguard children and young people and promote positive outcomes. The position also takes action and provides services that are inclusive of Aboriginal people and people from culturally and linguistically diverse backgrounds and evaluates and delivers case management service improvements.

YOU WILL BE ADDING VALUE BY:

1. Provide professional, high quality, effective and complex case management services in a care and protection framework to respond to the needs of children and young people in a timely manner, with a greater competency, independence and within statutory guidelines.
2. Conduct regular visits, assess the needs of children and young people and families, and plan and deliver focused intervention to safeguard children and young people and promote positive outcomes.
3. 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 assisting children and young people in out-of home care to reconnect with their birth families, strengthen relationships and achieve and maintain reunification.
4. Undertake the most complex 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.
5. 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. Respond to notifications of child abuse and outcomes of investigations, and where necessary use professional judgement to review, reassess and be open to a change of view in responding to new evidence.
8. Evaluate and deliver case management service improvements, working with colleagues and key stakeholder to evaluate processes, identify opportunities, develop solutions, and identify and overcome barriers to continuously improving service outcomes.
9. Contribute to the protection of children and young people, 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 and young people are reported in line with departmental policies and procedures.
10. Provide written and verbal intervention and care plans and reports which are concise, informative and based on an analysis of evidence gathered this includes being a witness in court proceedings.
11. Take action to deliver inclusive services for Aboriginal people and culturally and linguistically diverse communities, while building cultural knowledge to strengthen relationships and improve services.
12. Any other responsibilities in line with the classification level of the role as assigned by Line Manager and/or the Department. The responsibilities as specified above may be altered in accordance with the changing requirements of the role.



- 6. Promote and develop good working and reporting relationships whilst providing consultation, advice and training to DCP, Government and non-government agencies and worker.
- 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.

WHO YOU WILL WORK WITH:

Internal

- Directors and Senior Managers across the agency
- Office Manager
- Supervisor (line manager)
- Department for Child Protection staff

External

- Other government departments
- Relevant Non-Government organisations

QUALIFICATIONS

Essential:

- Appropriate degree qualification in Community Services, Social Sciences, Human Services, Health or related field.

YOUR CAPABILITIES:

- Demonstrated ability to apply culturally sensitive child protection practice for Aboriginal and Torres Strait Islander 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.
- Demonstrate detailed knowledge of child developmental stages, attachment and trauma theories as they relate to child protection practice with demonstrated ability to exercise initiative in interpreting and complying with relevant legislative, policy, and case management framework requirements.
- Experience in identifying and acting on complex needs and risks to safety, wellbeing and development of children and young people using culturally appropriate intervention methods and enabling and support children to participate in various programs and activities which encourage growth and development.
- Demonstrated ability in providing written and verbal reports which are concise, informative and based on an analysis of evidence gathered and demonstrates a capacity to be a witness in court proceedings.
- Demonstrated ability to operate independently and within a team, under reduced professional direction, manage workloads, and organise and plan work activities that meet deadlines, taking in to account the need to prioritise competing and conflicting tasks and responsibilities.
- Demonstrated ability to develop and maintain strong working relationships with people both within government, non-government sector and community.
- Demonstrate knowledge and commitment to promoting and creating a safe and inclusive work environment.



OUR COLLECTIVE 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.
- Maintain the Program Standards of White Ribbon Reaccreditation.
- 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.
- 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

- You must have, or gain, a current Department of Human Services working with children check prior to being employed and renew this every five years before expiry.
- You must be an Australian resident or provide evidence that you have a current work permit.
- You will need to undertake training in Child Safe Environments – Reporting Child Abuse and Neglect and other mandatory training as required.
- The incumbent will be required to achieve performance targets as negotiated and mutually agreed with the [Line Manager title].
- You may be required to perform duties in other locations/divisions/units dependent upon Departmental requirements.
- 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 driver's licence (P2 or above) and willingness to drive is essential.
- Will be required to undertake physical aspects of child management including lifting and carrying babies or small children.

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.



YOU WILL CONTRIBUTE TO



OUR VISION is for all children and young people to grow up safe, healthy, connected and feeling loved so they reach their full potential.



OUR PURPOSE: The Department for Child Protection protects, cares for and empowers children and young people at risk and in care. We do this by working together with our key partners to respond to abuse and neglect, keep children and young people safe from further harm, help them heal from trauma and reach their full potential.



Leaders in practice excellence

Staff in all parts of child protection develop and use best practice in their work to deliver improved outcomes for children, young people, carers, and families.



Closing the Gap

We commit to a transformed child protection system that makes active efforts and where Aboriginal people and communities are empowered to lead decision making about the care and wellbeing of Aboriginal children and young people.



A child protection system that meets the needs of children and young people

We commission and deliver services based on a deep understanding of the needs of children and young people in care and our aspirations for them to heal from trauma and reach their full potential.



A thriving workforce

We are future focused in our workforce strategy, supporting and valuing our staff, proactively recruiting, and establishing sustainable systems, processes and workplaces that enable us to be highly effective.



Active and collaborative partnerships

We work together with our service partners and alongside the community to improve outcomes for children, young people, carers, and families.



Working alongside carers

We respect and value carers as vital partners in keeping children and young people safe and well.



Quality services and safeguarding

We are accountable and transparent, and pursue continuous improvements to promote the safety and wellbeing of children and young people throughout the services we fund and provide.

