

# Child Protection Case Manager/ Senior Case Manager

## Department for Child Protection

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

<b>CLASSIFICATION:</b>	<b>PO1/ PO2</b>	<b>DIRECTORATE:</b>	<b>Multiple</b>
<b>REPORTS TO:</b>	<b>Supervisor</b>	<b>FTE:</b>	<b>1.0</b>
<b>ROLES REPORTING TO THIS ROLE:</b>	<b>Nil</b>		

### ABOUT THIS ROLE:

The Child Protection Case Manager/Senior Case Manager role is within the Department for Child Protection (DCP) and is accountable to the Supervisor is responsible for providing a quality and timely service in responding to the needs of children and their families within statutory guidelines. This includes, undertaking child protection investigations and assessments, assessing the needs of children and families assisting families and working with children who have entered into the care of the Minister so that their development, stability and security is assured. The role is responsible for planning and delivering focussed intervention to safeguard children and promote positive outcomes and assisting families who are unable to effectively and safely care for their children to work towards a safe return to their care.

### YOU WILL BE ADDING VALUE BY:

- Undertake case work and case management in a care and protection framework, using a solution based case management approach.
- Respond to notifications of child abuse and outcomes of investigations, and where necessary review and reassess and be open to a change of view in responding to new evidence.
- Conduct investigations and assessments in a child-centered manner, focused on the safety of the child and on the support of the parent/family to effectively and safely care for their child.
- 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
- 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.
- Identify and respond to needs and risks to safety, well-being and development of children and young people.
- 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.
- Assist children in out-of home care to reconnect with their birth families, strengthen relationships and achieve and maintain reunification.
- Work in a culturally appropriate manner with community, kin and family for the safety of children
- Work closely with various specialists and take advice in devising and implementing clinical intervention with children and their families, in various settings including family homes.
- Undertake regular visits and support parents in developing parenting skills.
- Understand the context of child development, parenting capacity and family and environmental factors in which to establish the need of an individual child.
- Assess and balance risk and protective factors within a child protection framework.
- 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.
- 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**

- Supervisor (direct line manager)
- Management and staff within the office and across Department for Child Protection.

**External**

- Other government departments
- Relevant Non-Government organisation

**QUALIFICATIONS**

**Essential:**

- Appropriate degree qualification in Community Services, Sociology, Criminology, Justice, Correctional Practice, Social Sciences, Human Services, Health or related field.

**YOUR CAPABILITIES:**

**PO1 Case Manager and PO2 Senior Case Manager**

- Demonstrate knowledge and understanding of children and young people particularly in regards to developmental stages, vulnerability and resilience.
- Capacity to understand relevant legislative, policy, and case management framework requirements, parenting capacity and family and environmental factors to establish the need of an individual child.
- Demonstrated ability to manage workloads, timeframes, organize, and plan work activities taking in to account how to prioritise tasks and responsibilities.
- Ability to develop and maintain strong working relationships with people within a team environment, government, non-government sector and community.
- Demonstrated ability to apply culturally sensitive child protection practice for Aboriginal and Torres Strait Islander people, and community from culturally and linguistically diverse backgrounds.
- Demonstrated knowledge and commitment to promoting and creating a safe and inclusive work environment within a policy governance management system.

**PO2 Senior Case Manager**

- Ability to clarify situations, act impartially and use influence, negotiation and persuasion to effectively mediate conflict and devise a workable solution.
- Demonstrated ability to provide concise written and verbal reports that are informative and based on an analysis of evidence gathered.
- Ability to develop workers skill and competency and to apply Social Work Methodologies into their practice approach, to facilitate critical thinking and reflective practice.

**OUR COLLECTIVE RESPONSIBILITIES**

**SPECIAL CONDITIONS**

- 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.

- 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].

- 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*.

- 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 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.
- Employees may be required to provide professional/clinical supervision to Social Work students on observational placements and to work experience students

#### **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

#### **Call Centre**

- The DCP Call Centre operates on a 24 hour shift work basis. Roles that are situated within the shift work team will be required to undertake regular out of hours work; and attendance at nights, evenings and weekends on a rotating shift basis. These roles will be required to regularly be on call and work autonomously



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.

