

# Role Description



<b>Role title:</b>	<b>Classification:</b>
Case Manager	AHP1
<b>Division/Business unit:</b>	<b>Reports to:</b>
Community and Aboriginal Partnerships / Community Youth Justice	Supervisor

## Role purpose:

The Case Manager is a role within Community and Aboriginal Partnerships and is accountable to the Supervisor for:

- Addressing offending behaviour and applying ethical decision-making models for complex and/or high-risk children and young people within the constraints of the statutory environment.
- Supervising statutory Youth Justice mandates and providing quality through-care case management to children and young people.
- Assessment, analysis, reporting and recording on offending behaviours and compliance and professionally assessing criminogenic trends, causal patterns and treatment effectiveness for children and young people.
- Strengthening child/young person and family functioning to support no-offending behaviour.

## Key outcomes and accountabilities:

1. Develop relationships, engage and work effectively with children and young people with complex needs and offending behaviours to provide through-care case management service to those under Youth Justice mandates.
2. Provide statutory supervision of children and young people in accordance with assessed needs and work autonomously in managing complex and high-risk cases.
3. Provide written and verbal reports to a range of stakeholders based on criminogenic analysis and develop case plans and assessments incorporating cultural appropriate goals and information where applicable.
4. Apply and evaluate specific assessments and interventions based on relevant tools and methodologies which address the impact or systems in the child or young person's life.
5. Work effectively with Aboriginal and Torres Strait Islander and culturally and linguistically diverse frameworks to address offending behaviours.
6. Coordinate and conduct regular case conferences and referrals for children and young people with all relevant stakeholders and provide programs which address offending behaviours.
7. Assume overall responsibility for the organising, conducting, reviewing and evaluating all aspects of case planning including thorough and accurate recording of case notes.

*Note:* 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.

**Special conditions:**

- Prior to being employed, the successful applicant will be required to obtain a National Police Check if new to the Department and a satisfactory Employment-related Screening Check where this is required for the role.
- Successful applicant will be required to provide evidence of completion of Child Safe Environments for Children and Young People full day training course or evidence of enrolment.
- Successful applicant will be required to hold a Department of Human Services (DHS) Working with Children Check (WWCC) prior to being employed and maintain a DHS WWCC during employment.
- Must hold a current Australian issued Driver's Licence (equivalent to minimum class 'C' – South Australian), which must be maintained. Incumbent must be willing and able to drive all government vehicles within their licence classification during the course of their duties.
- Intrastate and/or interstate travel, which may involve overnight absences, may be required.
- Some out of hours' work may be required.

**Key Relationships/Interactions:**

- Supervisor (line manager)
- Manager, Practice and Service Delivery
- Youth Justice and Exceptional Needs staff
- Other government and non-government organisations
- Communities

**Budget/Delegations:**

No budget or delegation accountabilities for this role.

**DHS expectations and values: (Organisational contribution)**

- Understand and follow workplace safety initiatives, identify hazards, and contribute to a safe working environment, as well as follow procedures to manage and minimise risks within DHS.
- Follow the principles of a sustainable working environment by following departmental greening initiatives.
- Model ethical behaviour and practices consistent with the SA Government Code of Ethics for Public Sector Employees, Values and DHS Working with Children and Young People Code of Conduct.
- Understand and follow the principles and practices of the Information Sharing Guidelines for Promoting Safety and Wellbeing (ISG) and the DHS Appendix to the ISG to facilitate appropriate information sharing practice within the context of this department.
- Treat all individuals with fairness and respect, regardless of their race, culture, language, gender (including gender diversity), religion, sexuality, ability or age.
- Promote and maintain inclusive workplaces that embrace diversity and actively support difference.
- Demonstrate zero tolerance for discrimination, harassment, or disrespectful behaviour towards or by clients, colleagues, contractors or stakeholders.

**Role specific capabilities: (Skills, experience, knowledge, attributes)**

1. **Communication** – Good written and interpersonal communication skills that foster effective collaboration, effective teamwork, the ability to manage competing priorities and the ability to engage with children and young people, including non-voluntary children and young people and those with challenging and/or complex behaviours.
2. **Case Management** – Perform casework undertaking suitable assessments, developing case plans and interventions and making appropriate referrals.
3. **Conflict Resolution** – Clarify situations, act impartially and use influence, negotiation and persuasion to effectively mediate the conflict and devise a workable solution.
4. **Aboriginal Cultural Knowledge** – Understanding of issues affecting Aboriginal communities and the ability to establish formal and informal networks and partnerships with Aboriginal people through culturally appropriate practices.
5. **Legislative Knowledge** – Understanding of legislation, policies, procedures, the impact of trauma and the service opportunities available to children and young people having contact or at risk of entering the youth justice system.

**Qualifications:****Essential:**

- Appropriate degree or equivalent qualification which gives eligibility for full membership of the Australian Association of Social Workers; or
- Persons of Australian Aboriginal or Torres Strait Islander descent, who have the appropriate background and skills but do not have the essential qualification, may apply for and be engaged/assigned to the role of Social Worker and will be entitled to apply for any Allied Health Professional roles requiring a qualification in Social Work within the Department Human Services.

**Key leadership competencies and expected behaviours at this classification:**

**Supports and implements strategic direction**

- Understands the big picture and contributes to the development of strategic direction for the BU.
- Assumes ownership of team goals and business objectives.
- Works with a whole-of-government mindset and aligns objectives with organisational priorities.
- Look for opportunities to initiate continuous improvement. Communicates effectively in times of uncertainty.
- Identifies and analyses complex problems relating to the team’s work objectives.

**Achieves and monitors own results**

- Delivers results and improvements to meet team objectives.
- Evaluates existing systems and resources, and identifies opportunities for development and improvement.
- Makes decisions and manages risks affecting the team and individual role, even in ambiguous situations.
- Abides by the laws, regulations and policies determining team and individual role activities.
- Holds self and others accountable for reaching team outcomes, and escalates issues where necessary.
- Monitors team/project performance and seeks feedback to guide improvements.
- Develops job-specific expertise and builds on the knowledge and skills of self and others to achieve objectives.

**Enhances service delivery excellence**

- Adds value to the BU by setting, reaching and encouraging high performance standards.
- Identifies and raises awareness of trends, potential problems and opportunities to meet the current and future needs of the business.
- Provides others with ongoing feedback and coaching for development.
- Identifies learning opportunities and encourages innovation and resourcefulness to meeting team performance standards.
- Embeds a strong customer service ethos by understanding needs.
- Effectively manages resources to meet competing and complex demands.



**Cultivates productive working relationships**

- Seeks to understand the perspectives of others and the implication in the wider public sector.
- Tailors approach to the audience or situation to ensure information is understood and key actions are agreed upon.
- Constructively manages and resolves conflict by identifying boundaries and appropriate workarounds.
- Genuinely values the input, expertise and experience of others; promotes information sharing to gain new insights and deliver outcomes.
- Engages in strategic relationships with internal and external stakeholders.
- Is sensitive towards diverse agendas, concerns, interests and views and can adapt approach accordingly

**Exhibits personal drive and professionalism**

- Acts with integrity and promotes consistency among principles, organisational values, and ethical behaviour.
- Displays belief in own strengths and abilities; challenges issues constructively and acknowledges mistakes.
- Adapts effectively to changing priorities and work demands, responding in a controlled manner.
- Self-evaluates performance, seeking feedback from others; recognises how behaviour impacts others.
- Promotes a culture that values respect and diversity within the team, and models this in all interactions.
- Ensures a focus on wellbeing and safety for self and others and raises concerns where necessary.

**Approval:**

Assessed by: Lazaras Panayiotou, Assistant Human Resources Business Partner		Date: 19/08/2025
Approved by: Mellanie Fernandez, Director, Youth Justice and Inclusion Support		Date: 19/08/2025