

Case Worker

Department for Child Protection

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

CLASSIFICATION:	CPW4	DIRECTORATE:	Multiple
REPORTS TO:	Supervisor	FTE:	1.0
ROLES REPORTING TO THIS ROLE:	Nil		

ABOUT THIS ROLE:

The Case Worker is a role within the Department for Child Protection (DCP) and is accountable to the Supervisor for undertaking case management, under professional direction, of allocated cases including contributing to the maintenance of high-quality standards of care for children placed in care. The role is responsible for providing culturally appropriate services, particularly to Aboriginal people, this includes assisting in the development and implementation of team projects and group activities that enhance the lives of children under the Guardianship of the Chief Executive.

YOU WILL BE ADDING VALUE BY:

1. Work within a case management framework, investigate child protection matters and case management of children and their families.
2. Write and action case plans and maintain client files.
3. Connect clients to appropriate services and formal and informal community networks.
4. Utilise a range of professional interventions, case work methods and techniques, in conjunction with a relevant professional member of the Team.
5. Meet departmental guidelines and legislative requirements in relation to all aspects of case work/management.
6. Initiate regular case discussions with appropriate professional and non-professional Team members and other parties.
7. Visit children in care and provide support and assistance as required.
8. Support families and enhance family relationships in a culturally appropriate manner including providing information and support to carers.
9. Facilitate opportunities for children under the Guardianship of the Chief Executive to build and maintain healthy identities.
10. Improve access and link clients/families to culturally appropriate services and seek for cultural advice and assistance from appropriate DCP workers and units.
11. Undertake child and family support project work and other duties with cultural awareness and sensitivity.
12. Assist in the research and collection of information about appropriate projects or activities.
13. Contribute to effective and efficient team operations by attending and participating in supervision, team meetings, training programs and planning days as required.
14. 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.
15. 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, (line manager)
- Management and staff within the office and across Department for Child Protection
- Other business units within the Department for Child Protection

External

- Government and non-government organisations
-

QUALIFICATIONS

Essential:

- A current Australian driver's licence (P2 or above) and a willingness to drive is essential.

Desirable:

- Nil

YOUR CAPABILITIES:

- Experience in effectively dealing with conflict situations and managing difficult and aggressive behaviours of parents and children when they arise.
- Demonstrated experience providing effective and sensitive advice and assistance to clients and staff.
- Proven ability to develop and maintain positive, collaborative and respectful working relationships with all government, non-government and private service providers to support child safety in remote Aboriginal communities.
- Ability to establish good working relationships with children of all ages, their parents and extended families and their caregivers.
- Ability to initiate opportunities for service integration initiatives to enhance child safety outcomes for families living in remote Aboriginal communities.
- Knowledge of the Children and Young People (Safety) Act (CYPS) Act, and Families and Communities Act.
- Demonstrated ability to effectively communicate both verbally and in writing with key stakeholders.
- Demonstrated 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 Supervisor.
- You may be required to perform duties in other locations/divisions/units dependent upon Departmental requirements.



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.

CERTIFIED CORRECT

