

Child Protection Case Manager

Department for Child Protection

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

CLASSIFICATION:	PO1	DIRECTORATE:	Multiple
REPORTS TO:	Supervisor	FTE:	1.0
ROLES REPORTING TO THIS ROLE:	Nil		

ABOUT THIS ROLE:

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.

YOU WILL BE ADDING VALUE BY:

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.
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. Provide inclusive services of Aboriginal people and people from culturally and linguistically diverse backgrounds as well as engaging in learning about Aboriginal and culturally diverse communities to strengthen relationships and improve service delivery
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.
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:

- 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.

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.

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].



- 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.

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.

CERTIFIED CORRECT: 16/04/2026



Government of South Australia
Department for Child Protection