

Senior Case Manager

Department for Child Protection

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

CLASSIFICATION:	PO2	DIRECTORATE:	Out of Home Care
REPORTS TO:	Supervisor, KAT and LTG(SP)	FTE:	1.0
ROLES REPORTING TO THIS ROLE:	Nil		

ABOUT THIS ROLE:

The Senior Case Manager is a role within Department for Child Protection (DCP) and is accountable to the Supervisor, Kinship Assessment Team (KAT) and Long-term Guardianship (Specified Person) [LTG(SP)] for undertaking the professional assessment of carers, by reviewing all background information including information on C3MS and CIS and other relevant information, and exercising professional judgement regarding the appropriateness of either pursuing transfer of guardianship arrangements for a child or young person in care [LTG(SP)] or making a recommendation for full approval of kinship carers (KAT). The role will work in partnership with government and non-government agencies, and with clients of DCP, to assess the motivation and capacity of carers and assist carers during the course of the professional assessment process to ensure a safe care environment for children and young people under the Guardianship of the Chief Executive. The Case Manager will also be responsible for working within the care team to ensure children and young people who have entered into the care of the Chief Executive are provided with a care experience that enables their development, stability and security and will provide information about any emerging safety issues so they can be effectively responded to.

YOU WILL BE ADDING VALUE BY:

1. Undertake a comprehensive social work assessment in relation to transfer of guardianship and kinship care using a suite of assessment tools and evidence based practices, and identify potential risk factors in the kinship care placement including training and support requirements in order to reduce the potential for care concerns.
2. Identify the potential for placement breakdown and work collaboratively with kinship carers, DCP Hubs/Offices, Kinship Care Program staff to enhance placement stability and to enable Kinship Care Support Workers and care teams to support carers and address their current and future training requirements.
3. Make recommendations for carer support and ensure efficient and effective communication with all identified stakeholders; prepare high quality reports, memos and presentations; and ensure the maintenance of accurate records to meet quality assurance requirements.
4. Operate within and across relevant professional networks to enable all perspectives to be considered when assessing the capacity and motivation of carers.
5. Identify, collect and share information about potential kinship carers and guardians and their situations, in a manner which promotes dignity and allows carers to develop strategies that contribute to their and their children's well-being and to ensure active participation of carers in the assessment process.
6. Provide specialist guidance and support to carers through the assessment process and liaise closely with DCP Hub/Office social work staff and other relevant staff in terms of children and young people's needs as part of their placement and ensure all parties are aware of issues/concerns as they arise in the assessment process. Utilise specialist communication skills to build strong working relationships both individually and in group settings to ensure the sharing of quality information utilised in the assessment of carers.
7. Uphold legislative and agency requirements to ensure a timely, responsive and accountable support to carers.
8. Communicate across government and non-government organisations, families, community and with identified DCP clients in order to strengthen the available supports to DCP clients and families in managing the key issues that face them.
9. Be aware of Aboriginal cultural practices and/or differences and seek cultural consultation to promote inclusive practice.
10. 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.
11. 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, KAT & LTG(SP) (line manager)
- Management and staff within the unit and across DCP

External

- Carers, children and young people in care
- Other government and non-government agencies providing services to the children and young people requiring care and protection and their families
- Birth parents and other relatives

QUALIFICATIONS

Essential:

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

YOUR CAPABILITIES:

- High level of assessment and written communication skills to enable accurate information gathering and succinct documentation of highly sensitive information.
- High level interpersonal skills both verbally and in writing used to communicate ideas and information in a clear and logical format and consider other perspectives when communicating, negotiating or presenting arguments.
- Demonstrated ability to undertake assessments in relation to child protection practice and analyse problems, initiate constructive discussion, debate and differentiate between actual and desirable outcomes.
- Knowledge and experience in planning, developing, implementing and evaluating interventions aimed at meeting the needs of clients, families and the organisation.
- Proven ability responding to changing priorities and adapting approaches to accommodate new operational environments and motivating team members and encouraging others to achieve organisational targets.
- Demonstrated understanding of children and young people particularly in regard to development stages, vulnerability and resilience and the South Australian care and protection processes and systems.
- 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.



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, KAT and LTG(SP).
- 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: 06/05/2026

