

Department for Child Protection

ROLE TITLE:	Child Protection Case Manager / Senior Case Manager	DIVISION:	Service Delivery and Practice
CLASSIFICATION:	PO1 / PO2	DIRECTORATE:	Multiple
POSITION NO:	Various	BUSINESS UNIT:	DCP Offices
DATE REVIEWED:	October 2022	FTE:	1.0
REPORTS TO:	Supervisor	ROLES REPORTING TO THIS ROLE:	Nil

ROLE PURPOSE:

The Child Protection Case Manager/Senior Case Manager role is a role within the Department for Child Protection (DCP) and is accountable to the Supervisor and 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.

Notation: A PO2 will be expected to demonstrate increased professional expertise, competence and experience and have attained greater specialised/generalist knowledge within a recognised discipline aligned to Social Work, operating with greater independence.

KEY OUTCOMES:

- 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.

KEY RELATIONSHIPS/INTERACTIONS:

- Supervisor (direct line manager)
- Management and staff within the office and across Department for Child Protection
- Other government departments
- Relevant Non-Government organisations

QUALIFICATIONS:

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



KEY SELECTION CRITERIA:

• 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.

CORE CAPABILITIES & EXPECTED BEHAVIOURS

Relating & Communicating

- Expresses facts and ideas both verbally and in writing in a clear, convincing and organised manner.
- Adapt communication style to build effective rapport both with clients and across teams.
- Develop team relationships and encourage active participation from all team members.
- Develop a clear understanding of issues from client's perspective.
- Deliver high quality solutions and accurate information to clients in a timely manner to build positive client relationships.

Working in Partnership

- Operate within and across relevant professional networks.
- Work closely with various specialists and take advice

Achieving Objectives

- Manage workload and changing priorities.
- Adjust activities/processes based on feedback.
- Ability to explore alternatives and positions to reach agreements and solutions that gain support and acceptance of all parties.
- Utilise Structured Decision Making © (SDM©) tools and relevant Department guidelines.

Respect and Cultural Support

- 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.
- Engage in practices that build and support a culturally competent workplace by utilising culturally relevant assessments, tools and resources, interventions and processes

PUBLIC SECTOR VALUES

✓ **Service:**

We proudly serve the community and Government of South Australia

✓ **Professionalism:**

We strive for excellence

✓ **Trust:**

We have confidence in the ability of others

✓ **Respect:**

We value every individual

✓ **Collaboration & Engagement:**

We create solutions together

✓ **Honesty & Integrity:**

We act truthfully, consistently and fairly

✓ **Courage & Tenacity:**

We never give up

✓ **Sustainability:**

We work to get the best results for the current and future generations of South Australians

CORPORATE 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.

- Work cohesively with other government/non-government agencies and community to promote positive outcomes for children and families.
- Work effectively within a multidisciplinary team towards achieving the identified outcomes of the team and/or program.

Continuous Improvement

- Contribute innovative ideas to improve departmental processes and encourage others to contribute.
- Monitor data integrity and apply appropriate procedures for maintaining security and confidentiality.
- Engage in a continuous process of self-development, identifying and addressing learning and development needs to enhance own performance.

specific to your practice area.

- Be aware of Aboriginal cultural practices and/or differences and seek cultural consultation to promote inclusive practice.

Personal Drive & Professionalism

- Evaluate personal progress and develop new approaches to increase knowledge base and skill sets.
- Take action when receiving feedback from others to improve strengths and development areas.
- Takes responsibility and ownership for own decisions, actions and results.
- Resilience; demonstrated ability to persist through difficult situations, bounce back and grow from adversity.

- 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.
- 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

- The successful applicant is required to gain a Department of Human Services (DHS) working with children check (WWCC) prior to being employed which is required to be renewed every five years before expiry.
- The incumbent will be required to achieve performance targets as negotiated and mutually agreed with the Supervisor.
- Some intra/interstate travel (including in a small aircraft) including overnight stay may be required.
- Some out of hours and weekend work may be required.
- A current Australian driver's licence (P2 or above) and a willingness to drive is essential.
- Employees may be required to provide professional/clinical supervision to Social Work students on observational placements and to work experience students.
- Will be required to undertake physical aspects of child management including lifting and carrying babies or small children.
- May be required to perform duties in other locations/divisions/units dependent upon Departmental requirements.
- In country locations, will be required to undertake after hours On Call response via a roster system for which an allowance is paid.
- The incumbent will be required to undertake training in Child Safe Environments – Reporting Child Abuse and Neglect and other mandatory training as required.
- Australian residency or current works permit is required (responsibility of applicant to provide evidence of a current work permit).



Remote Far North locations

- Required to undertake 4wd training and be confident to travel dirt roads/long distances in terrain that is very remote.
- Required to fly on 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.
- Intrastate 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.

Approval Date: 4 November 2022

