Role Description
Caseworker

Cluster/Agency	Family and Community Services
Division/Branch/Unit	Community Services
Classification/Grade/Band	Clerk Grade 3/7
ANZSCO Code	272613
Date of Approval	14 September 2016
Agency Website	www.facs.nsw.gov.au

Agency overview

The Department of Family and Community Services (FACS) directly supports approximately 800,000 people every year and reaches a further million people through local community-based programs.

Our vision is to empower all people to live fulfilling lives and achieve their potential in inclusive communities. We collaborate with government, non-government and community partners to work with children, adults, families and communities to improve lives and realise potential with a focus on breaking rather than managing disadvantage.

Primary purpose of the role

Work directly with children, young people and families to support them to achieve change that keeps children and young people safe and improves their social, emotional, health and educational outcomes.

Key accountabilities

- Deliver accountable and collaborative casework that respects the culture and context of each child, young person, family and community and is based on timely sharing of accurate information to ensure that the support meets their identified needs
- Undertake assessment / investigation and ongoing family work to identify and address safety and risk concerns for children and young people
- Model ethical and curious casework that is responsive to the changing needs of children, young people and families
- Build relationships within practice and legislative frameworks to create change in families and keep children and young people safe
- Develop and maintain networks and relationships with key stakeholders to deliver appropriate services for children, young people and families
- Participate and contribute to a culture of continuous learning and professional development to ensure practice knowledge and skills are contemporary and evidence-based
- Maintain accurate and relevant client records for reporting and information sharing
- Share decision making with family and key stakeholders about children and young people to ensure that there is an appropriate balance between the risks, safety and wellbeing

In order to progress to Grade 7, a caseworker must be willing to undertake this additional accountability:

- Provide, coaching, advice and support to less experienced caseworkers and participate in training and orientation activities

Note: Refer to the approval process for incremental progression from Clerk maximum grade 6 to minimum grade 7.

Key challenges

- Assessing the safety and risk of children and young people in complex and challenging situations where the majority of families and/or children are at significant disadvantage due to factors such as a prior history of trauma, poverty and violence
- Being sensitive to cultural differences, social complexities and the uniqueness of every family and child while ensuring that children and young people are safe and cared for
- Maintaining a focus on children and young people in situations where clients are involuntary or carers/parents/guardians disagree with FACS actions

Key relationships

Who	Why
Internal	
Casework Manager	- Direct supervisor - Seek direction, advice and support - Provide information and feedback
Manager Client Services	- Practice leader of the CSC office/JIRT Cluster - Seek direction, advice and support - Provide information and feedback
Caseworkers/Team Members	- Peers and colleagues - Provide information and advice - Provide an effective and valuable two way liaison
Casework Specialists, psychologists, clinical issues consultants, legal officers	Specialist and clinical advice
Other FACS Divisions	- Liaise to ensure the provision of timely and accurate advice when requested - Develop and maintain effective working relationships - Negotiate/agree on timeframes
External	
Children, young people and families	The main focus for caseworkers who are working to promote good parenting and providing a safe and stable home
Carers	Key clients who provide care for children and young people
Government and non-government partners	Collaborate to provide appropriate services for children young people and families
Children's court	Court orders, and other legal decisions on children and families are brought before the Children's Court

Role dimensions

Decision making

The primary focus of decision making for a caseworker is in assessing / investigating and supporting children, young people and their families. Planning next steps for families to connect with appropriate support services are part of day to day decision making.

The role

NSW GOVERNMENT

- works with supervision to set priorities and approach to workload and outputs as allocated by management, with time and experience carries a level of autonomy in setting priorities and managing workload in alignment with management
- responsible for determining own actions undertaken, within government and legislative policies, and for ensuring quality control in the implementation of own workload
- ensures a course of action is suitable and based on sound evidence, as required to management or senior staff in the absence of complete information or where expert advice is required
- as necessary, consults with manager or senior staff on a suitable course of action in matters that are sensitive, high-risk or business-critical, or for those issues that have far reaching implications with respect to resources or quality advice provision

Refer to the FACS Delegations for specific financial and/ or administrative delegations for this role.

Reporting line

Reports to the Casework Manager

Direct reports

Nil

Budget/Expenditure

Nil

Essential requirements

- Tertiary qualifications in a Social Work, Psychology, Social Science Welfare or related discipline with demonstrated commitment to ongoing professional development
- Current driver's licence

Appointments are subject to reference checks and the following pre-employment checks:
- National Criminal History Record Check in accordance with the *Disability Inclusion Act 2014*
- Working with Children Check clearance in accordance with the *Child Protection (Working with Children) Act 2012*
- FACS will also review its own records, including Helpline reports and personnel records

Capabilities for the role

The NSW Public Sector Capability Framework applies to all NSW public sector employees. The Capability Framework is available at http://www.psc.nsw.gov.au/sector-support/capability-framework

Capability summary

Below is the full list of capabilities and the level required for this role. The capabilities in bold are the focus capabilities for this role. Refer to the next section for further information about the focus capabilities.

NSW Public Sector Capability Framework		
Capability Group	**Capability Name**	**Level**
Personal Attributes	**Display Resilience and Courage**	**Intermediate**
	Act with Integrity	Intermediate
	Manage Self	Intermediate
	Value Diversity	Intermediate
Relationships	Communicate Effectively	Intermediate
	Commit to Customer Service	**Intermediate**
	Work Collaboratively	**Foundational**
	Influence and Negotiate	Intermediate
Results	Deliver Results	Foundational
	Plan and Prioritise	Foundational
	Think and Solve Problems	**Intermediate**
	Demonstrate Accountability	Intermediate
Business Enablers	Finance	Foundational
	Technology	**Foundational**
	Procurement and Contract Management	Foundational
	Project Management	Foundational

Focus capabilities

The focus capabilities for the role are the capabilities in which occupants must demonstrate immediate competence. The behavioural indicators provide examples of the types of behaviours that would be expected at that level and should be reviewed in conjunction with the role's key accountabilities.

NSW Public Sector Capability Framework		
Group and Capability	**Level**	**Behavioural Indicators**
Personal Attributes Display Resilience and Courage	Intermediate	• Be flexible and adaptable and respond quickly when situations change • Offer own opinion and raise challenging issues • Listen when ideas are challenged and respond in a reasonable way • Work through challenges • Stay calm and focused in the face of challenging situations
Relationships Commit to Customer Service	Intermediate	• Support a culture of quality customer service in the organisation • Demonstrate a thorough knowledge of the services provided and relay to customers • Identify and respond quickly to customer needs • Consider customer service requirements and develop solutions to meet needs • Resolve complex customer issues and needs • Co-operate across work areas to improve outcomes for customers
Relationships Work Collaboratively	Foundational	• Work as a supportive and co-operative team member, share information and acknowledge others' efforts • Respond to others who need clarification or guidance on the job • Step in to help others when workloads are high • Keep team and supervisor informed of work tasks
Results Think and Solve Problems	Intermediate	• Research and analyse information and make recommendations based on relevant evidence • Identify issues that may hinder completion of tasks and find appropriate solutions • Be willing to seek out input from others and share own ideas to achieve best outcomes • Identify ways to improve systems or processes which are used by the team/unit
Business Enablers Technology	Foundational	• Display familiarity and confidence in the use of core office software applications or other technology used in role • Understand the use of computers, telecommunications, audio-visual equipment or other technologies used by the organisation • Understand information, communication and document control policies and systems, and security protocols • Comply with policies on acceptable use of technology