

Department of Families, Fairness and Housing

Position description

OFFICIAL

Position title:	Case Practice Support Worker
Position number:	DFFH/ CPP2
Division/Branch/Team:	Child Protection
Work location:	Various (metropolitan and rural locations across Victoria) (Flexible-Hybrid)
Classification:	CPP2
Salary Range:	Value range 1 from \$58,555 – \$72,262 (full-time equivalent per annum) plus superannuation
Employment status:	Ongoing / Fixed Term - Full-time (76 hours per fortnight) / Part-Time available. Flexible.
Position reports to:	Various
Position contact:	Email: childprotectionjobs@dffh.vic.gov.au
Closing date:	

Role purpose

Case practice support workers work within a team to provide a range of case support tasks for clients within the Child Protection program. The tasks include, but are not limited to, supervising access visits between children and their families where there are safety or risk issues present, transporting children to services and providing in home support to families.

Department of Families, Fairness and Housing

The Department of Families, Fairness and Housing has a dedicated focus on the community wellbeing and the social recovery of Victoria. The Department is working to deliver important work started before the pandemic, while building on opportunities it has presented to lead bold and innovative reform.

We work to create equal opportunities for all Victorians to live safe, respected and valued lives. We lead policies and services dedicated to community wellbeing by empowering communities to build a fairer and safer Victoria.

The Department includes Child Protection, Prevention of Family Violence, Family Safety Victoria, Homes Victoria, Housing and Disability and Seniors and Carers. The Department is also responsible for the key portfolios of Multicultural Affairs, LGBTIQ+ communities, Equality, Veterans and of offices of Women and Youth, enhancing the alignment with policy areas and portfolios focusing on the recovery and growth of our

diverse communities. The Department also supports Victorian Disability Workers Commission and Respect Victoria.

We are building an inclusive workplace that embraces diversity and difference. All jobs can be worked flexibly, and we actively encourage job applications from Aboriginal and Torres Strait Islander people, people living with disability, LGBTIQ+, veterans and people from varied cultural backgrounds.

Key accountabilities

- Undertake the supervision of access visits between children/young people and their families and carers, as allocated by the supervisor.
- Operate within a statutory framework and adhere to statutory procedures at all times.
- Establish and maintain working relationships with service providers and case managers.
- Ensure that the supervision and support of family contact sessions are consistent with Best Interest Principles.
- Record case notes on family observations and assessments of contact sessions using the Client Relationship Information System (CRIS) and use a range of IT/web-based applications in accordance with departmental guidelines and privacy principles.
- Attend Children’s Court of Victoria and other relevant courts and tribunals and give evidence as required.
- Keep accurate and complete records of your work activities in accordance with legislative requirements and the department's records, information security and privacy policies and requirements.
- Take reasonable care for your own health and safety and for that of others in the workplace by working in accordance with legislative requirements and the department's occupational health and safety (OHS) policies and procedures.
- Demonstrate how the actions and outcomes of this role and work unit impact clients and the department's ability to deliver, or facilitate the delivery of, effective support and services.

Key selection criteria

Knowledge and skills

1. Some knowledge of the DFFH and child protection program goals, values, principles, standards and role within the broader child protection system.
2. A basic understanding of child development, attachment and trauma theories as they relate to child protection practice.
3. Demonstrated ability to engage with children, young people, their families and carers.
4. Demonstrated ability to participate in the planning and monitoring of access arrangements between children and young people in out of home care and their families.
5. Demonstrated ability to engage with a number of professionals in matters relating to the transport and access of clients.
6. Interpersonal Skills: Polite and considerate in dealing with others. Aware of people’s moods and temperament.
7. Written Communication: Prepares basic letters, emails and reports using clear, concise and grammatically correct language. Organises information in a logical sequence. Includes content appropriate for the purpose and audience.

8. **Verbal Communication:** Clearly explains information and listens to feedback. Speaks clearly and concisely and keeps people interested when speaking. Uses a polite and considerate manner when dealing with others.
9. **Computer Skills:** Ability to use a range of IT/web-based applications at a basic level.
10. **Self-management:** invites feedback on own behaviour and impact; uses new knowledge or information about self to build a broader understanding of own behaviour and the impact it has on others; understands strong emotional reactions and seeks ways to more effectively manage them

Personal qualities

11. **Teamwork:** cooperates and works well with others in pursuit of team goals, collaborates and shares information, shows consideration, concern and respect for others feelings and ideas, accommodates and works well with the different working styles of others, encourages resolution of conflict within the group.
12. **Relationship Building:** Establishes and maintains relationships with people at all levels. Promotes harmony and consensus through diplomatic handling of disagreements. Forges useful partnerships with people across business areas, functions and organisations. Builds trust through consistent actions, values and communication. Minimises surprises.
13. **Flexibility:** Adaptable. Open to new ideas. Accepts changed priorities without undue discomfort. Recognises the merits of different options and acts accordingly
14. **Empathy and Cultural Awareness:** Pays attention to words, expressions and body language. Paraphrases messages to check understanding. Shapes responses to individuals, based on a range of information they have noted. Communicates well with, relates to and sees issues from the perspective of people from a diverse range of cultures and backgrounds.

Qualifications

Mandatory

- A valid driver's licence.
- A current Employee Working with Children Check (WWCC) card is required and will need to be provided prior to commencement of employment by the applicant. Currency will need to be maintained by the employee for the period of employment.

Desirable

- A minimum qualification of a Certificate IV in Child, Youth and Family Intervention, Certificate IV in Community Services Work or a related qualification as recognised by DHS.
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Values and behaviours

The Department of Families, Fairness and Housing employees are required to demonstrate commitment to:

The public sector values and behaviours – responsiveness, integrity, impartiality, accountability, respect, leadership and human rights.

Recordkeeping – The department is committed to good record keeping and requires all staff to routinely create and keep full and accurate records of their work-related activities, transactions and decisions, using authorised systems.

Diversity – The department values an inclusive workplace that embraces diversity and strongly encourages applications from Aboriginal people, people with disability, people from the LGBTQI+ community, and people from culturally diverse backgrounds.

Important information

The salary range for this position is set out in Schedule B of the *Victorian Public Service Enterprise Agreement 2020*. For further information refer to [Department of Treasury and Finance](#)

Department policy stipulates that salary upon commencement is paid at the base of the salary range for the relevant grade. An executive delegate must approve any above base requests. These will be by exception only or where required to match the current salary of a Victorian Public Service staff transferring at-level.

Individuals who have received a Voluntary Departure Package from a Victoria Public Service department/agency are ineligible for re-employment for a minimum of three calendar years from the date of separation.

Individuals who have received an Early Retirement Package (ERP) from a Victoria Public Service department/agency are ineligible for re-employment for a minimum of 12 months from the date of separation.

The department is a key emergency management partner and contributes significantly to Victoria's emergency management arrangements. As part of a whole-of-government agreement, employees may be required to undertake training in emergency management and support functions during an emergency and may be redeployed to facilitate this need.

The department provides and maintains a safe working environment that does not risk the health of its employees.

Pre-employment checks

All appointments require reference checks, national criminal records checks and pre-employment misconduct screening. Some positions also require a Working with Children Check and screening through the Disability Worker Screening List.

Applicants who have lived overseas in one country for 12 months or longer in the last ten years must provide an international police check from the relevant overseas police agency. Applicants can obtain a check through an organisation providing international police checks via an internet search.

Pre-employment checks may include checking whether an applicant's name is on the Disability Worker Screening List. This incorporates:

- the Disability Worker Exclusion List which includes names of persons unsuitable for employment as a disability support worker in a disability residential service provided, funded or registered by the Department of Families, Fairness and Housing.
- the National Disability Insurance Scheme Quality and Safeguards Commission which has compliance and enforcement actions, including banning orders
- the Victorian Disability Worker Commission prohibition orders.

COVID 19 Vaccination

The department strongly recommends (but does not mandate) that employees maintain their COVID-19 vaccination status in accordance with current [ATAGI \(Australian Technical Advisory Group on Immunisation\)](#)

[advice](#), given their individual circumstances. As of June 2023, DFFH does not require evidence of COVID-19 vaccination status.

Further information

For further information visit [‘About the Department’ on Department of Families, Fairness and Housing](#)

To receive this document in another format [email COPLWorkforceServices@dffh.vic.gov.au](mailto:COPLWorkforceServices@dffh.vic.gov.au)

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In this document, ‘Aboriginal’ refers to both Aboriginal and Torres Strait Islander people. ‘Indigenous’ or ‘Koori/Koorie’ is retained when part of the title of a report, program or quotation.