

# Position Description

## Case Practice Support Worker

### OFFICIAL

<b>Department:</b>	<a href="#">Department of Families, Fairness and Housing (DFFH) 'About the Department'</a>
<b>Position title:</b>	Case Practice Support Worker
<b>Position number:</b>	
<b>Branch/Division/Team</b>	
<b>Work location:</b>	
<b>Classification:</b>	CPP2
<b>Salary range:</b>	\$60,915 - \$75,175 per annum (plus superannuation)
<b>Employment status:</b>	Ongoing / Fixed Term Full-time (76 hours per fortnight) / Part-Time options available
<b>Position reports to:</b>	Team Manager
<b>Position contact:</b>	
<b>Closing Date:</b>	Midnight,

## Role

Case practice support workers are an integral part of the child protection workforce providing a range of case support tasks for clients in the Child Protection program. As a case practice support worker, you will supervise access visits between children and their families, transport children to services and provide in home support to families.

The transportation of children is a requirement of this role, as such a valid driver's licence and willingness to travel, including in country regions is essential. There may be the requirement to work overnight and, travel in evenings and early mornings. On occasions, additional hours may be required, including weekends to ensure the wellbeing of children.

You will possess an understanding of Aboriginal culture and demonstrate an understanding of the legislative, policy and practice requirements relating to Aboriginal children, families, and communities, including the Aboriginal Child Placement Principle and the programs and initiatives that support its implementation in child protection practice.

## About Child Protection

Being a part of the child protection team means making a real change to the lives of others, keeping families safe and strong. The work of a Child Protection Practitioner is complex, challenging, and rewarding. Practitioners need to have specialist child welfare knowledge and the ability to engage children, young people and their families.

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YOU'RE NEEDED.  
DO A JOB  
THAT MATTERS.**

**OFFICIAL**

Case practice support workers are not a delegated protective intervener and do not hold any (delegated) statutory or legislative powers. Case practice support workers cannot lead an investigation of the subject-matter of a protection intervention report, issue legal proceedings in the Children's Court and operationally cannot be assigned as case managers.

Practitioners work in a statutory environment where they must exercise legal delegations and functions pursuant to the Children, Youth and Families Act 2005 (Vic). The statutory nature of the work requires working with families and children in the family home or other locations and the transportation and the supervision on contact.

The Act provides the legislative mandate for the department to protect children and young people from abuse and neglect using best interest principles, decision-making principles. This mandate involves:

- receiving reports
- conducting investigations
- intervening if it is assessed that a child needs care and protection
- taking matters before the Children's Court
- supervising children on child protection orders
- determining case plans (including stability plans, cultural plans and therapeutic treatment plans) for the safety and wellbeing of children, and
- delivering case practice and case management services for children and young people who are either living with family or in out of home care

For more information about Child Protection please visit [Home | Child Protection Jobs - DFFH](#)

Working in child protection you will have access to different areas of practice such as:
<b>Intake</b> You will receive reports from members of the community regarding children alleged to be at risk and undertake assessment to determine if further child protection investigation is required. You will also provide advice to reporters and, where appropriate, assist families to access support services
<b>Investigation and Assessment (Response)</b> You will investigate reports determined to require a protective investigation through developing an investigation plan, direct contact with children and families and conducting a risk assessment.
<b>Case management</b> You will work with children and young people on a protection order including continual assessment of their safety and wellbeing and working with care teams to manage the day to day needs and best interests of children and young people.
<b>Contracted case management</b> You will manage the statutory aspects for children and young people whose case management has been contracted to a Community Service Organisation.
<b>After Hours Services</b> You will provide a response including outreach responses to all child protection matters that are received outside core business hours, at weekends or on public holidays.

## Qualifications

### The following qualifications would be desirable but is not mandatory

- Certificate IV in Child, Youth and Family Intervention, Certificate IV in Community Services Work or a related qualification as recognised by DFFH, OR
- Certificate IV in Child, Youth and Family Intervention, Certificate IV in Community Services Work or a related qualification as recognised by DFFH

### Mandatory requirements

- A valid driver's licence is required
- A current Employee Working with Children Check (WWCC) card required

## Capabilities and accountabilities

Domain of practice	Core Capabilities and accountabilities
<b>Critical assessment and reflection</b>	<p><b>Accurate reporting;</b> maintains accurate and complete records of work activities in line with legislative departmental security and privacy policies.</p> <p>Prepares case notes and correspondence for colleagues to consider.</p> <p>Records information using the appropriate departmental systems (such as the Client Relationship Information System – CRIS)</p>
<b>Engaging others</b>	<p><b>Child-centred and family-focused relationship-based practice:</b> Facilitates supervision, access visits and family contact sessions in line with best practice principles and legislative requirements. Seeks guidance and consultation from the team manager and other senior staff. Applies and adheres to statutory frameworks.</p> <p><b>Collaboration:</b> engages well with children and their families, other practitioners and teams, agencies, services and the community. Establishes and maintains strong relationships with service providers and case managers. Is polite and considerate in dealing with others. Demonstrates the ability to engage with professionals in matters relating to transport and access. Develops knowledge about relevant services in the Area/division.</p> <p><b>Knowledge sharing:</b> accurately records case notes on family observations and assessments of contact sessions, ensuring they are shared with the necessary team members and stakeholders in a timely way. Contributes to, and shares information at, staff meetings and forums. Actively listens and passes on relevant information.</p>
<b>Delivering results</b>	<p><b>Business operations:</b> Records information using the appropriate departmental systems (such as the Client Relationship Information System – CRIS). Uses IT and web-based applications as required, and in line with departmental guidelines and privacy principles. Seeks guidance from the supervisor, team manager and other team members when unsure of appropriate action</p>
<b>Additional accountabilities</b>	
<p>You will 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.</p> <p>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.</p>	

# Key selection criteria

## Knowledge and skills

1. **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.
2. **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.
3. **Interpersonal Skills:** Polite and considerate in dealing with others. Aware of people's moods and temperament.
4. **Self-management:** accepts responsibilities for own actions; focuses on the most important goals; has a realistic and balanced view of own strengths and weaknesses; recognises own feelings and personal prejudices and understands why they occur.

## Personal qualities

1. **Teamwork:** cooperates and works well with others in pursuit of team goals, collaborates and shares information, shows consideration, concern and respect for other's feelings and ideas, accommodates and works well with the different working styles of others, encourages resolution of conflict within the group.
2. **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.
3. **Flexibility:** Adaptable. Open to new ideas. Accepts changed priorities without undue discomfort. Recognises the merits of different options and acts accordingly.
4. **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.

## 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 LGBTQIA+ 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 2024* or its successor. 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 except unless specified under the VPS Agreement. 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.

Individuals who have received an Application Separation Package (ASP) from a Victoria Public Service department/agency are ineligible for re-employment for a minimum of 18 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. All child protection positions require an employee Working with Children Check clearance with some also requiring screening through the Disability Worker Exclusion List.

Applicants who have, in the last 10 years, lived overseas for 12 months or longer in one country must provide an international police check from the relevant overseas police agency. Further information is available on the Department of Home Affairs website 'character and policy certificate requirements' page. Alternatively, applicants can obtain a check through an organisation providing international police checks via an internet search.

## Vaccination Requirements Policy

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 enquiries regarding the position please phone the contact on the position description. If you experience difficulties in applying online, please contact HR Divisional via email at [HRDivisional@dffh.vic.gov.au](mailto:HRDivisional@dffh.vic.gov.au)

DFFH values the contribution of all employees and fair and equitable treatment of all people is integral to all activities. As such, the DFFH offers reasonable adjustments for applicants with disabilities on request at [aboriginaldiversityinclusion@dffh.vic.gov.au](mailto:aboriginaldiversityinclusion@dffh.vic.gov.au)

For further information visit [‘About the Department’ on Department of Families, Fairness and Housing](https://www.dffh.vic.gov.au/about)  
<[www.dffh.vic.gov.au/about](https://www.dffh.vic.gov.au/about)>.

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