

Department of Health & Human Services

Position Description

Case Practice Support Work (CPP2)

Case Practice Support Practitioners (CPP-2) are integral to Child Protection, supervising the contact between children and their families as ordered by the Children's Court. This involves the provision of transport of children to and from the contact location, the observation and assessment of the interactions between children and family members and the provision of reports to Child Protection case managers to assess and plan for the child's best interests.

This role may at times be required to operate outside normal office hours (at night and on weekends and public holidays) with relevant overtime or time in lieu provisions applying.

Title	Case Practice Support Work
Classification	CPP 2
Team, unit	Children, Operations
Branch/area/region Division	Child Protection
Work location	Various (metropolitan and rural locations across Victoria)
Position number	DHHS/CPP2
Employment type	Ongoing - Full-time (76 hours per fortnight) / Part-Time available
Salary range	Value range 1 from \$52,109.00 – \$64,307.00* (*subject to Victorian Public Service Enterprise Agreement 2016 increase)
Position reports to	Various
Further information	Email: childprotectionjobs@dhhs.vic.gov.au

Organisational environment

We aspire for all Victorians to be healthy, safe and able to lead a life they value. We deliver policies, programs and services that support and enhance the health and wellbeing of all Victorians.

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

The department is committed to the safety of its clients and staff, taking a zero tolerance approach to violence within the workplace, abuse, including child abuse and abuse of people with disability. All staff are required to comply with the Child Safe Standards

The department recognises the rights of all staff to be free from violence and gender- related discrimination. We are proudly working with *White Ribbon* to create a safer workplace.



Purpose and accountability

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

Accountabilities

Operating at value range 1, you will:

1. Undertake the supervision of access visits between children/young people and their families and carers, as allocated by the supervisor.
2. Operate within a statutory framework and adhere to statutory procedures at all times.
3. Establish and maintain working relationships with service providers and case managers.
4. Ensure that the supervision and support of family contact sessions are consistent with Best Interest Principles.
5. 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.
6. Attend Children's Court of Victoria and other relevant courts and tribunals and give evidence as required.
7. 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.

8. 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.
9. 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.

Knowledge and skills

1. Some knowledge of the Department of Health & Human Services 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: 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

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.

Safety screening

- All competitive applicants are subject to a satisfactory National Police History Check as part of the recruitment assessment process.
- Applicants who have lived overseas for 12 months or longer during the past 10 years are required to provide the results of an international police check. Applicants should contact the relevant overseas police force to obtain this and submit as part of their application. Details of overseas police agencies are available on the Department of Immigration and Border Protection website (www.immi.gov.au) and search under 'Character and Police Certificate Requirements – How do I obtain a police certificate?'
- Safety screening will include checking whether your name is on the Disability Worker Exclusion List (DWEL) maintained by the Disability Worker Exclusion Scheme Unit (DWESU). The DWEL 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 Health & Human Services.

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.

Conditions and benefits

People who work for the department must comply with the *Code of Conduct for Victorian Public Sector Employees* 2007 and agree to work according to our values of quality, collaborative relationships, responsibility, client focus, professional integrity and respect.

Employees of the Department of Health & Human Services can enjoy a range of generous Victorian Government employment benefits. These include attractive salaries, flexible leave arrangements and training and development opportunities. Please see www.careers.vic.gov.au/why/benefits-conditions

The department promotes diversity and equal opportunity in employment. If you are an Aboriginal or Torres Strait Islander applicant, or if you have a disability, and require advice and support with the recruitment process, please contact our Diversity Unit on DiversityInclusion@dhhs.vic.gov.au.

How and where to apply

The Department of Health & Human Services prefers job applications submitted electronically to best manage administrative and environmental resources. If you are unable to apply online, please follow the instructions below to submit a paper copy.

- Online – existing staff: click through to the job opportunities page from the department's intranet homepage.
- Online – external applicants: visit the job search page at <http://www.dhs.vic.gov.au/childprotectionjobs>
- Paper copy – all applicants: complete a Hard Copy Application for Employment form available via the links above or the contact for further information noted on page 1 of this document. Paper applications should quote

the job reference number on the outside of the envelope and be posted to: Recruitment Officer, Department of Health & Human Services, Level 5, 50 Lonsdale Street, Melbourne VIC 3000.

- If you are unable to apply online or having difficulties accessing the information online, email childprotectionjobs@dhhs.vic.gov.au for assistance.

Other relevant information

For other important information about the recruitment process, please read the department's Information for applicants page at www.dhs.vic.gov.au/about-the-department/our-organisation/careers/applying-for-a-job/information-for-applicants or request a copy from the contact for further information listed under the 'Position details' section of this document.