

# Department of Health and Human Services

## Position Description

### Case Practice Support Worker – 2019 Child Protection Vacation Employment Program (VAC)

Participants of the VAC Program are social work, psychology or welfare related degree students who are expected to graduate in 2019. The VAC employees will participate in a structured paid 12 weeks program which will provide a breadth of quality learning experiences and tasks relevant to the Victorian child protection program whilst engaging in 'real work' that will add value to our team.

<b>Title</b>	Case Practice Support Worker – VAC Employee
<b>Classification</b>	CPP 2
<b>Team, unit</b>	Rotation across 3 work areas
<b>Branch/area/region Division</b>	Child Protection Program/ State wide Vacancies
<b>Work location</b>	Child protection offices are situated across Victoria. They are located in both regional and metropolitan areas
<b>Position number</b>	To be confirmed
<b>Employment type</b>	Fixed Term. Full-time (76 hours per fortnight) for the first two rotations part-time will be available for third and final rotation. Flexible working arrangement can be negotiated
<b>Salary range</b>	Value range: A pro-rata salary of \$52,891 plus superannuation
<b>Position reports to</b>	Various
<b>Further information</b>	Child Protection recruitment team at <a href="mailto:childprotectionjobs@dhhs.vic.gov.au">childprotectionjobs@dhhs.vic.gov.au</a>
<b>Closing date</b>	5 <sup>th</sup> October 2018

## Organisational environment

The department develops and delivers policies, programs and services that support and enhance the wellbeing of all Victorians. We take a broad view of the causes of ill health, the drivers of good health, the social and economic context in which people live, and of the incidence and experience of vulnerability.



Our vision is to support and enhance the wellbeing of all Victorians. We aspire to be an organisation where everyone is committed to achieving our vision and demonstrates our values in all that they do.

- We are respectful
- We have integrity
- We collaborate
- We care for people, families and communities
- We are accountable
- We are innovative

The department is committed to the safety of its clients. The department takes a zero tolerance approach to abuse, including child abuse and abuse of people with disability.

Departmental employees are required to comply with all legal requirements including the Child Safe Standards to keep children safe from harm and abuse.

## 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, working as a Secondary in supervising access visits between children and their families where there are no 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 as an observer.
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.

## Selection criteria

### Knowledge and skills

1. Some knowledge of the Department of Health and 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

1. 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.
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.

## 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](http://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 and 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.
- Participants in the Child Protection Vacation Employment Program are to be social work, psychology, or welfare related degree students who are expected to graduate in 2019 as recognised by Department of Health and Human Services.

## 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 and 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](http://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](mailto:DiversityInclusion@dhhs.vic.gov.au).

## How and where to apply

The Department of Health and 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 Strategy and Engagement Team, Department of Health and Human Services, Level 5, 50 Lonsdale Street, Melbourne, 3000
- If you are unable to apply online or having difficulties accessing the information online, please contact Melissa Hart [childprotectionjobs@dhhs.vic.gov.au](mailto: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](http://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.