

# Qualifications assessment guide

## Caseworker, casework manager & Helpline team leader

V1.2 July 2011

<b>Introduction</b>	Degree level qualification is <b>mandatory</b> for appointment to caseworker, casework manager, and Helpline team leader positions in Community Services, with the exception of those who identify and are recognised as Aboriginal.
<b>Purpose</b>	The purpose of this document is to provide a consistent framework for assessment of qualifications rather than an exhaustive list of acceptable qualifications. It will be updated and amended from time to time to reflect changes in qualifications as they become available for study and/or are no longer offered.
<b>Aboriginal Caseworkers &amp; Casework Managers</b>	<p>Applicants who identify and are recognised as Aboriginal are not required to hold degree level qualifications in recognition of the skills and knowledge they contribute to Community Services' work with Aboriginal families and communities.</p> <p>Aboriginal people interested in applying for the Aboriginal caseworker, casework manager, and/or Helpline team leader position must have a commitment to providing support and strengthening relationships between Community Services and the local Aboriginal community. This support should reinforce the ongoing and sustainable provision of better service delivery and outcomes for Aboriginal children, young people, families and communities.</p> <p>Community Services trains and offers career development opportunities for all staff and the attainment of preferred/relevant qualification is encouraged.</p>
<b>Overseas Qualifications</b>	The advice of the Workforce Planning Branch must be sought on the equivalence of overseas qualifications.
<b>Qualification Requirements</b>	<p>Suitable qualifications are those which are listed in this Guide as:</p> <ul style="list-style-type: none"><li>• <b>preferred</b> or <b>relevant</b>, having already been assessed as compatible to the caseworker, casework manager, and Helpline team leader roles</li><li>• other <b>related</b> qualifications deemed suitable only when combined with relevant experience and/or additional education and/or training.</li></ul> <p><b>Preferred qualifications</b></p> <p>Preferred qualifications are those which are most compatible. Subjects offered in these degrees are highly relevant and each of them includes a mandatory practicum component. The practicum component ensures at least a basic level of experience in working with clients, and is especially relevant to consider when recruiting new graduates with little or no paid employment experience in human services related roles.</p> <p>A list of preferred qualifications is included in this Guide in <b>Category A</b>.</p> <p><b>Note:</b> The social science degrees offered by universities included in this list are preferred because their content is more directly relevant than those offered by some other universities.</p> <p><b>Relevant qualifications</b></p> <p>While not as compatible as the preferred qualifications, these qualifications are relevant to and suitable for the role of the Caseworker. This is particularly the case if the course included a practicum.</p> <p>A list of relevant qualifications is included in <b>Category B</b>.</p> <p><b>Other related qualifications</b></p> <p>Other qualifications may still be considered if they are in a related discipline, and are combined with at least one of the following:</p> <ul style="list-style-type: none"><li>• study of relevant subjects within the qualification</li><li>• additional related qualifications</li><li>• relevant training and/or short courses</li><li>• relevant work experience.</li></ul> <p>A list of examples of other related qualifications, relevant subjects, additional related qualifications, relevant training, and relevant work experience is included in <b>Category C</b>.</p>

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### Category A

Preferred

#### Australian Catholic University

Bachelor of Social Work  
Bachelor of Social Work/ Arts  
Bachelor of Social Work/Theology  
Post Graduate Certificate in Human Services  
(Child Welfare)  
Master of Social Work

#### Charles Sturt University (CSU)

Bachelor of Social Work  
Bachelor of Social Work/ Arts  
Bachelor of Social Science (Social Welfare –  
Child & Adolescent Welfare Strand)  
Graduate Diploma in Human Services (Child &  
Adolescent)  
Master of Social Work (professional Qualifying)  
Master of Social Work, Master of Social Work  
(Honours)  
Master of Child and Adolescent Welfare

#### University of Newcastle

Bachelor of Social Science/Social Work  
Bachelor of Social Work

#### University of New England (UNE)

Bachelor of Social Work

#### University of NSW (UNSW)

Bachelor of Social Work  
Bachelor of Social Work/ Arts  
Bachelor of Social Work/Law  
Bachelor of Social Work/ Social Science  
Master of Social Work (Research)

#### University of Sydney

Bachelor of Social Work  
Bachelor of Social Work/ Arts  
Graduate Diploma of Social Work  
Master of Social Work  
Master of Social Work (International)  
Master of Philosophy in Social Work

#### University of Western Sydney (UWS)

Bachelor of Community Welfare (Family &  
Community Work)  
Bachelor of Social Work  
Bachelor of Welfare (Aboriginal Community  
Studies)  
Graduate Certificate in Social Science (Child &  
Youth Studies)  
Graduate Diploma in Social Science (Child &  
Youth Studies)  
Masters of Social Science (Child & Youth  
Studies)

### Category B

Relevant

#### All Institutions

Bachelor of Social Work

#### Australian Catholic University

Bachelor of Theology/Social Work  
Master of Psychology (Clinical)  
Master of Youth Studies  
Postgraduate Certificate in Child Protection &  
Communities  
Postgraduate Diploma in Psychology

#### Australian College of Applied Psychology

Bachelor of Applied Social Science  
(Counselling)  
Bachelor of Social Science Graduate  
Certificate in Counselling Skills\*  
Graduate Diploma of Counselling \*  
Master of Counselling (UWS)

#### Charles Sturt University (CSU)

Bachelor of Arts (Psychology)  
Bachelor of Psychology  
Bachelor of Social Science (Social Welfare)  
Master of Social Science (Addiction Studies)  
Master of Social Science (Honours)\*

#### La Trobe University

Master of Social Work

#### Macquarie University

Bachelor of Arts (Psychology)  
Bachelor of Science (Psychology)

#### University of New England (UNE)

Bachelor of Arts (Psychology)  
Bachelor of Psychology  
Bachelor of Social Science (Psychology)

#### University of New South Wales (UNSW)

Bachelor of Arts (Psychology)  
Bachelor of Psychology  
Bachelor of Science (Psychology)  
Bachelor of Social Science (Psychology)  
Master of Psychology (Clinical Psychology)

#### University of Wollongong

Bachelor of Arts (Psychology)  
Bachelor of Psychology Bachelor  
of Science (Psychology)

#### University of Sydney

Bachelor of Arts (Psychology)  
Bachelor of Psychology  
Bachelor of Science (Psychology)  
Bachelor of Social Sciences  
Graduate Diploma of Social Work  
Master of Philosophy in Social Work  
Master of Social Work  
Master of Social Work (International)

**Category B**Relevant  
(Cont.)**Southern Cross University**

Bachelor of Psychology  
 Bachelor of Social Science (Social  
 Welfare/Community Studies)  
 Postgraduate Diploma of Psychology

**University of Newcastle**

Bachelor of Arts (Psychology)  
 Bachelor of Psychology

**TAFE NSW**

Vocational Graduate Certificate in  
 Statutory Child Protection (CHC701018).

**University of Western Sydney (UWS)**

Bachelor of Arts (Psychology)  
 Bachelor of Community Welfare (Youth Work)  
 Bachelor of Science (Psychology)  
 Bachelor of Social Science (Psychology)  
 Bachelor of Psychology  
 Bachelor of Welfare (Aboriginal Community  
 Studies)  
 Graduate Diploma of Psychological Studies  
 Master of Psychology (Clinical Psychology)  
 Master of Psychology (Education &  
 Development)  
 Postgraduate Diploma of Psychology

**Category C**

Related

**All Institutions**

- Bachelor of Nursing
- Registered Nurse registration
- Bachelor of Policing
- Bachelor of Education (Primary)
- Bachelor of Education (Early Childhood)
- Bachelor of Health Science
- Bachelor of Social Science, with majors other than community welfare, youth work or psychology listed previously

**Charles Sturt University**

- Bachelor of Human Services

**University of New England**

- Bachelor of Counselling

This list is not exhaustive and includes examples of related qualifications which **cannot** be considered suitable without **at least one** of the following:

**1. Suitable Additional Qualifications**

Diploma of Statutory Child Protection  
 Diploma of Community Services (Protective  
 Intervention)  
 Diploma in Community Welfare Work  
 Advanced Diploma in Community Services Work  
 Diploma of Youth Work.

**2. Relevant Work Experience:**

Paid/voluntary work experience in a relevant occupation, eg work with children, young people, or families, disadvantaged groups etc.

**3. Relevant Additional Training:**

Short courses conducted by the Centre for Community Welfare Training (CCWT) or Education Centre Against Violence (ECAV) in one of the areas listed below as a relevant subject.

**4. Relevant Subjects within the Degree:**

- Child Development
- Counselling skills
- Legal issues in human services/ child protection
- Social justice
- Child protection
- Mental Health
- Drug and alcohol Issues
- Case Management
- Interviewing skills/techniques
- Group Theory
- Crisis Intervention
- Sociology, Psychology, Social Welfare
- Working with young people
- Family Violence
- Working with Aboriginal children and families
- Social and Political Structure
- Critical Thinking
- Working with children and families from culturally and linguistically diverse backgrounds
- Community development
- Juvenile justice
- Conflict resolution.

