

NSW Department of Community Services

Multicultural Caseworker

DoCS is the leading community services organisation in NSW with nearly 4000 staff. It is the largest child protection agency in Australia and is still growing. We provide child protection services, parenting support and early intervention, foster care, adoption services and help for communities affected by disaster through more than 80 Community Services Centres across NSW.

WORKING AT DOCS

Working at DoCS is hugely rewarding. You will be part of a group of skilled, dedicated professionals and you will be performing a vital role in improving the lives of the most vulnerable members of our society. You will have great career prospects, professional support and a salary package up to \$78,951 p.a.

OUR EXCELLENT CONDITIONS OF EMPLOYMENT INCLUDE:

- salary range from *\$51,784 - \$71,546 with salary package up to \$78,951 p.a.
 - four weeks annual leave and 17.5% loading
 - fifteen days paid sick leave per year
 - flexible working hours
 - superannuation
 - study support
 - maternity, parental and adoption leave
 - flexible work practices such as part-time, job sharing, and career breaks
 - promotional opportunities based on merit
- * effective from July 1 2007

Multicultural Caseworkers work with children, young people and their families from a particular language and cultural background. You will also help other Caseworkers and DoCS staff to work with children and young people from their target community/ communities.

There are two types of Multicultural Caseworker roles:

- General positions that require cross-cultural skills to work with clients from a number of different communities, but does not require skills in a language other than English.
- Positions that focus on a particular community and require a language other than English and specific cultural knowledge. These positions cover communities such as Vietnamese, Arabic, Turkish, Chinese, Pacific communities among others.

WHAT TYPE OF WORK WILL I BE DOING?

Caseworkers make up two thirds of the DoCS workforce and are frontline staff who works to keep children safe.

As a caseworker, it will be your job to:

- Gather information, follow up reports made to DoCS Helpline about children and young people at risk of harm.
- Interview children, parents, carers and other professionals to work out what issues may be going on for the child or young person and their family.
- Complete assessments and work with families to assess risk factors and strengths of a child's situation. This may include preparing Children's Court documents containing information about why a child or young person needs further supervision, or can no longer remain in the care of their parents.
- Work with families and create case plans to create positive change for both the child and their family, so that risk issues are reduced and the child's needs are met. These case plans help children to remain with their families or be reunited in the shortest possible time.
- Work with the community and build relationships with agencies who work with DoCS, in order to support and strengthen families.

continued

WHAT AREAS CAN I WORK IN?

As a Caseworker you have opportunities to broaden your work experience in a number of different areas, including:

- **Child protection** – assessing reports and providing assistance to families to reduce harm for the child or young person, and if necessary taking Children's Court action.
- **Early Intervention** – assessing strengths and needs of families and assisting them to access a range of appropriate services.
- **Out-of-Home Care** – supporting children and carers where children are unable to live safely with their birth families.
- **Intensive support services** – providing intensive support to children and young people with varied and complex needs.
- **Joint Investigation Response Teams (JIRT)** – working with NSW Police to undertake joint investigations of child protection matters, where serious physical or sexual assault of children is involved.
- **Street teams** – reducing crime, risk taking and anti social behaviour by children and young people in areas such as Redfern, Cabramatta and Kings Cross.
- **DoCS Helpline** – taking initial reports from people with concerns about the safety and wellbeing of a child or young person, and assessing what further actions may need to be taken.

WHAT QUALIFICATIONS DO I NEED?

Caseworkers require a degree in social work, social science, welfare or a related discipline. The majority of DoCS' new caseworkers are recent university graduates, however we also value mature aged people who have life experience (combined with a relevant degree).

If you have obtained your qualification overseas, you will need to get formal recognition of your qualifications before applying for the position. For further information please contact Australian Education International – National Office of Overseas Skills Recognition (AEI-NOOSR) on 1300 363 079 or www.aei.dest.gov.au

WHAT SORT OF SKILLS AND EXPERIENCE DO I NEED?

We are looking for people who have skills in:

- working with children, young people and their families
- analysing and solving problems
- planning and organising
- writing formal reports and assessments
- communicating and building relationships
- working in partnership with other service providers

You may have been previously employed in a relevant occupation, where you worked with young people or families. You could also have gained work experience through a student placement in a community services/child and family work environment or gained some volunteer experience in a relevant field.

WILL I GET ON-THE-JOB TRAINING?

Entry level training is provided to all caseworker employees at the commencement of work. As a new caseworker, you will have to complete the DoCS' Caseworker Development Course. You will also be given other support including:

- regular supervision
- weekly Practice Solution sessions where you learn about new policies or procedures, or find out about new research findings
- opportunities for group discussion to review aspects of case management
- a comprehensive learning and development program which allows you to access training in new skills or knowledge for your current job or for your planned next career steps in DoCS
- access to study time and financial support to undertake further job-related studies.

HOW DO I APPLY?

DoCS regularly advertises for staff in the Sydney Morning Herald, suburban and rural press.

On line advertising appears on SEEK www.seek.com.au, the DoCS website at www.community.nsw.gov.au, and www.jobs.nsw.gov.au (look under "C" for Community Services).