



Helpline caseworker

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Helpline caseworkers are the first to receive reports and enquiries, relating to children who are at risk of harm, via the DoCS Helpline.

Open 24 hours a day, seven days a week, the DoCS Helpline provides a lifeline to children and young people being abused, or at risk of harm.

Operated by 140 caseworkers from a contact centre in Western Sydney, the help line receives calls from professional people including doctors, teachers, social workers, family members and other concerned people that know the involved child.

A Helpline caseworker's role involves:

- Screening calls
- Assessing information
- Determining the best course of action for each case

Essential skills:

- Analysing and problem solving
- Planning and organising
- Rapport building
- Ability to work in a disciplined way
- Working with children and young adults

Qualifications needed

- A degree in social work, social science, welfare or a related discipline
- Aboriginal applicants do not need a qualification as their experience with Aboriginal communities is highly valued

Relevant experience

- Student placement/ practicum experience in a community services/ child and family work environment
- Volunteer experience in a relevant field
- Paid work in a relevant occupation such as working with young people and families

Being a Helpline caseworker is rewarding and provides an excellent opportunity to expand assessment skills.

