



Caseworker Position Inherent Requirements

Caseworkers provide child protection and family support services to the community, assisting vulnerable families, children and young people via early intervention, statutory child protection and out-of-home-care services. This includes investigating and assessing reports of risk of harm to children, providing assistance to vulnerable families via prevention and early intervention services, supporting and monitoring children and young people in out-of-home care, managing crisis situations, and promoting the safe and adequate care and protection of children and young people.

Caseworker activities mostly associated with physical or psychological injury include:

- Interaction with clients including exposure to physical or verbal abuse, threats against self, colleagues and family;
- Interaction with clients affected by drugs, alcohol and or mental health issues
- Attending incidents of domestic violence / child neglect and/or abuse
- Removing children from homes of clients who are often distressed
- Gathering evidence, presenting/testifying in court (typically tense, emotionally charged, unpredictable situations with the potential for verbal abuse or violence).

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Assessment, Investigation, Case Planning, Reporting and Recording <ul style="list-style-type: none">• Reading, writing about, and discussing, incidents of child neglect or abuse, domestic violence, traumatic life events of children and young people and/or incidents of violence against staff• Writing notes, reports, correspondence and preparing court documents• Making difficult decisions involving the future of children and young people• Using a computer, accessing specialised CS computer software and entering relevant data on a daily basis. Using email, electronic calendars, word processing systems and other office based computer software• Phone use, including managing calls from clients who may be distressed, aggressive or abusive.
Home Interviews / Visits <ul style="list-style-type: none">• Driving long distances in a range of weather conditions, within city and rural environments• Conducting face to face interviews with clients in their home• Visiting houses, units and rural properties that may have hygiene and sanitary issues, poor ventilation / heating or cooling• Visiting houses, units and rural properties with various access difficulties (including multi-story buildings with no lifts, uneven ground, isolated locations, ramps, controlled / uncontrolled animals etc)• Attending incidents of domestic violence / abuse / neglect, to assess and remove children and young people if required• Monitoring, observing and interacting with children and young people in a range of environments• Providing support to carers and children/young people where the child / young person is displaying challenging, sexualised and/or distressing behaviours• Managing situations of physical or verbal abuse, including threats against self, colleagues and family and/or other members of the public• Escaping quickly from homes, units and rural properties if threatening situations arise.• Playing with children / demonstrating good parent / child behaviours
Transporting Clients <ul style="list-style-type: none">• Physically carrying young children / babies and their related personal items• Driving long distances in a range of weather conditions, within city and rural environments• Transporting children, young people and adult clients in vehicles• Transporting clients who may be traumatised, or may display challenging or distressing behaviours• Carrying / fitting and removing child seats in vehicles
Office Interviews <ul style="list-style-type: none">• Monitoring, observing and interacting with clients, children and young people during face to face interviews• Conducting face to face interviews with clients in Police stations, Hospitals, other agencies• Managing situations of physical or verbal abuse, including threats against self, colleagues and family and/or other members of the public• Escaping quickly from interview rooms, foyers etc if a threatening situation arises during an interview.
Court attendance <ul style="list-style-type: none">• Giving evidence and being cross examined at court• Managing situations of physical or verbal abuse, including threats against self, colleagues and family and/or other members of the public.