



## Job Description Form

# Case Support Officer

### Position Details

<b>Position Number:</b>	Generic
<b>Classification:</b>	Level 2
<b>Award:</b>	Public Service Award
<b>Agreement:</b>	Child Protection Agreement
<b>Organisational Unit:</b>	Child Protection and Family Support / CPFS Service Delivery
<b>Location:</b>	Metropolitan and Regional WA
<b>Classification Date:</b>	
<b>Effective Date:</b>	June 2025

### Reporting Relationships

**This position reports to:**

Assistant District Director, Specified Calling Level 4

Team Leader Child Safety, CSQ3

Senior Care Arrangement Support Officer, Level 6

Business Manager, Level 5

**Positions under Direct Supervision:**

This position has no subordinates.



## About the Department

The Department of Communities is Western Australia's major human services department that brings together vital services and functions that support individual, family and community wellbeing.

Working closely with our partners across government and the community services sector, our areas of responsibility include disability services; child protection; housing; homelessness; women's interests; community services; prevention of family and domestic violence; seniors and ageing; volunteering; and youth.

We support many Western Australians, with a focus on some of the most vulnerable people in our state. The job we do is rewarding but can be challenging.

People, place and home is at the core of everything we do and why we do it.

We work for the people who make up our communities across Western Australia; we help people be the best they can be. We focus our efforts on building places that are inclusive and connected and offer everyone the opportunity to prosper. And we support children and families so that they can have a physically and emotionally secure place to call home.

We promote a diverse workforce and embrace a high standard of equal opportunity, health and safety, and ethical practice.

Join us and work in a role where you can make a real difference to the lives of children, families, individuals and communities throughout Western Australia.

## Role Statement

This position is responsible for:

- Contributing to the effective management of case work in the District by providing direct case support and administrative assistance to designated case management teams;
- Providing general administrative services and assistance with case work matters that is accurate, efficient, professionally helpful and consistent with legislative and procedural requirements;
- Effectively participating in on-the-job learning and development activities.



## Position Duties and Responsibilities

### 1. Case Support

#### 1.1 Contributes to the effective management of case work in the District by:

- providing the case management teams with direct support in terms of case related tasks;
- assisting case managers to collect, record and analyse client information;
- undertaking data entry and maintaining all related client and administration files and spreadsheets as directed;
- supporting case managers to provide general administrative services in accordance with the case plan;
- providing information to case management teams relating to case work matters under direction from the Business Manager;
- liaising with and providing information to government and non-government agencies in relation to client needs, as directed by case managers or team leaders;
- providing administrative support at care plan and signs of safety meetings as required;
- coordinating and scheduling client contact visits.

### 2. Administrative Support

#### 2.1 Provides quality administrative support to case management teams and the District as required including:

- providing assistance in the maintenance of District and team information systems, including Viewpoint;
- providing assistance in the preparation and checking of case support forms and processes relating to Human Resources and/or finance;
- preparing and distributing of correspondence as required;
- providing assistance with client payment options, including payment of accounts;



- assisting managers and team leaders in the preparation and processing of case support contractor commencements and cessations in liaison with the District Administration/Support Officer;
- assisting with providing workplace inductions on local administrative and other processes for field staff.

### **3. Other**

- 3.1 Participates in structured workplace learning as part of an approved course of study leading to a recognised qualification pathway as outlined in the People Development framework.
- 3.2 Actively participates in on-the-job and other learning and development activities provided throughout the course of employment as part of ongoing professional development.



## Corporate Responsibilities

1. Exhibits accountability, professional integrity and respect consistent with Communities Values, the Code of Conduct, and the public sector Code of Ethics.
2. Actively participates in the Communities performance development process and pursues professional development opportunities.
3. Participates in emergency or critical event response management duties as required.
4. Undertakes other duties as required.

## Work Health and Safety Responsibilities

### All Employees (and Volunteers / Trainees / Contractors)

1. Take reasonable care for your own health, safety and wellbeing at work, and that of others who may be affected by your actions or omissions; and comply and cooperate with safety and health policies, procedures and applicable legislated requirements.

### Supervisors (if applicable)

2. In addition to the Employees WHS responsibility, ensure as far as practicable, the health, safety and wellbeing of staff under your supervision through the provision of a safe workplace in accordance with health and safety legislation.



## **Essential Work-Related Requirements (Selection Criteria)**

1. Demonstrated organisational and planning skills with the ability to manage conflicting priorities.
2. Demonstrated interpersonal, verbal and written communication skills including the ability to interact with a diverse range of clients professionally and effectively.
3. Demonstrated experience in providing administrative support and client services in a team environment.
4. Demonstrated experience in the use of computerised management information systems including database, spread sheet and word processing software.
5. Commitment to personal professional development.

## **Desirable Work-Related Requirements (Selection Criteria)**

1. Certificate III or IV in Community Services Work, or equivalent.

## **Essential Eligibility Requirements / Special Appointment Requirements**

1. Appointment is subject to a satisfactory Criminal Record Check conducted by the Department.
2. Appointment is subject to a satisfactory Working with Children (WWC) Check.
3. Appointment is subject to a satisfactory Client and Child Protection Check.
4. Appointment is subject to a satisfactory Communities' Employment Records Check.
5. Candidates possessing international qualifications must provide assessment by the Overseas Qualification Assessment Unit (OQU) from Department of Workforce Development and Training WA or OQU assessment from another state for approval as an equivalent by the Executive Director, Department of Commerce.