



Job Description Form

Case Support Officer

Position Details

Position Number:	Generic
Classification:	Level 2
Award / Agreement:	PSA 1992 / PSGOCSAGA 2017
Organisational Unit:	Service Delivery Metropolitan Communities / Service Delivery Regional & Remote Communities / District Office
Location:	Various
Classification Evaluation Date:	
JDF Review Date:	April 2015

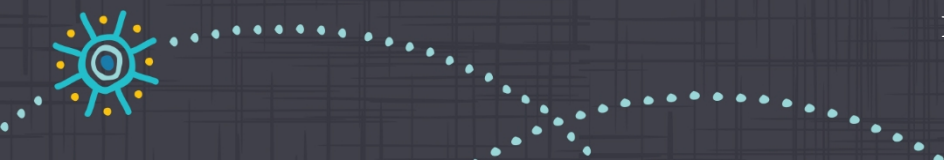
Reporting Relationships

This position reports to:

Team Leader, Specified Callings Level 3

Positions Under Direct Supervision:

This position has no subordinates.



About the Department

The Department of Communities' mandate is fundamentally about providing pathways to individual, family and community wellbeing. The Department's direction centres on building safe, strong, secure and inclusive communities that empower individuals and families across Western Australia to lead fulfilling lives.

The Department's functions and services include disability services; child protection and family support; social and affordable housing; youth justice; community initiatives and remote regional services reform.

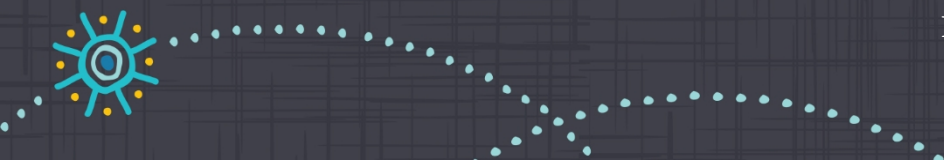
The Department provides the opportunity to implement client centred services within a single outcome based framework across community services in Western Australia. This framework also provides for a specific focus on delivering integrated, place based services, recognising that community and individual needs vary significantly between metropolitan and regional communities.

The Department promotes diversity and embraces a high standard of equal opportunity, health and safety, and ethical practice. All employees are required to comply with relevant safety procedures/guidelines and equal opportunity principles at all times.

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 client's queries relating to casework matters that is accurate, efficient, professionally helpful and consistent with legislative and procedural requirements.
- Effectively participating in on-the-job learning and development activities.



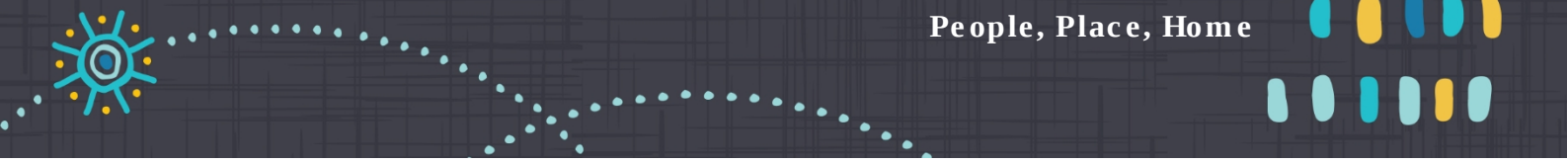
Duties and Responsibilities

1. Case Support

- 1.1 Contributes to the effective management of case work in the District by:
 - 1.1.1 Providing the case management teams with direct support in terms of case related tasks.
 - 1.1.2 Assisting the case manager to collect, record and analyse client information.
 - 1.1.3 Undertaking data entry and maintaining all related client and administration files and spreadsheets as directed.
 - 1.1.4 Supporting the case manager to provide general administrative services in accordance with the case plan.
 - 1.1.5 Providing information to clients relating to casework matters under direction from case managers.
 - 1.1.6 Liaising with and providing information to government and non-government agencies in relation to client needs as directed by case managers or team leaders.
 - 1.1.7 Providing administrative support at Care Plan and Signs of Safety meetings as required.
 - 1.1.8 Coordinating and scheduling client contact visits.

2. Administrative Support

- 2.1 Provides quality administrative support to casework teams and district as required including:
 - 2.1.1 Providing assistance in the maintenance of district and team information systems, including Viewpoint.
 - 2.1.2 Providing assistance in the preparation and checking of case support forms and processes relating to Human Resources and/or Finance.
 - 2.1.3 Preparing and distributing of correspondence as required.
 - 2.1.4 Providing assistance with client payment options, including payment of accounts.

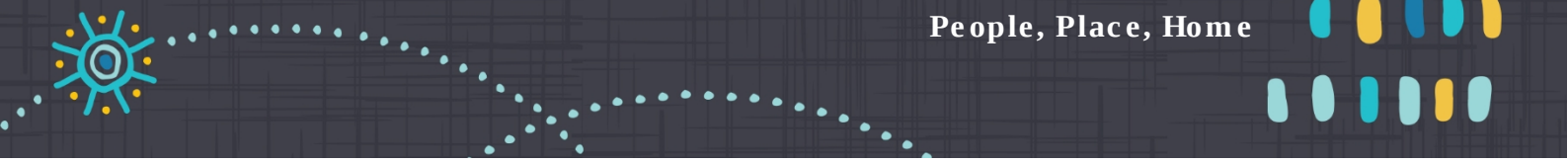


2.1.5 Assisting managers and team leaders in the preparation and processing of case support contractors commencements and cessations in liaison with the District Administration/Support Officer.

2.1.6 Assisting with providing workplace induction 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.
- 3.3 Participates in Emergency Management and Response duties as required.
- 3.4 Undertakes other duties as required from time to time.

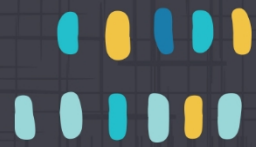
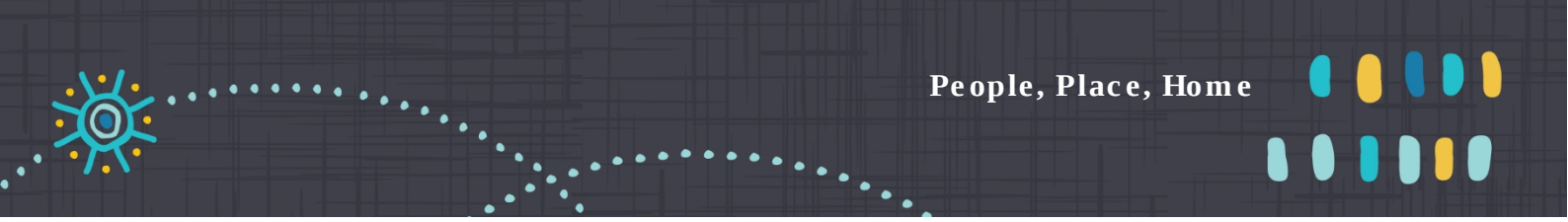


Essential Work-Related Requirements (Selection Criteria)

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 professionally and effectively interact with a diverse range of clients
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)

6. The equivalent or higher Certificate III or IV in Community Services Work



Essential Eligibility Requirements / Special Appointment Requirements

1. Appointment is subject to a satisfactory National Police Clearance.
2. Appointment is subject to a satisfactory Working with Children (WWC) Check

Delegate Certification

HR Registration

23 August 2018