Palm Island
COMMUNITY COMPANY

POSITION DESCRIPTION

Position Title:	Delegated Authority Case Worker – Bwgcolman Way		
Department:	Bwgcolman Way (DA)	**Location**	Palm Island
Reporting To (Title):	Manager-Children and Youth Services, Executive Manager – Women & Children's Services		
Employment Status	Full Time / Part Time	**Level**	Level 3-4
Award	Social Community Home Care and Disability Services Industry Award 2010		
Contacts and Critical relationships	**Internal** • Manager-Children and Youth Services • Executive Manager – Women & Children's Services • COO • Executive Manager – Community Services • CEO • Corporate Office • Other PICC Services **External** • Palm Island Community • Dept of Child Safety, Youth and Women • Other		

ABOUT THE ORGANISATION

The Palm Island Community Company is an Aboriginal Community-Controlled Organisation that delivers health and community services, community capacity building and economic development programs on Palm Island.

Through the establishment of a network of partnerships and collaborations, the ongoing recruitment and training of staff, and an uncompromising attitude towards the building of community capacity, PICC continues to make a real difference in the lives of the people it serves.

Boasting a successful history since it was established in 2007, PICC delivers innovative, community-driven programs that are squarely aimed at supporting and strengthening the social, cultural, health and economic fabric of the Palm Island community.

PICC continues to work hard to strengthen the infrastructure of the remote island and create local jobs for local people while delivering vital human services to community it serves.

The fundamental focus of the Company is underpinned by the belief that the residents of Palm Island are entitled to have ready access to the range of reliable and high-quality health and social services like those to which most Australians have easy access.

PICC is proud of its role in helping Palm Island to lead the way in the development of a new model of Indigenous community capacity building that has demonstrated success.

About the Program – Bwgcolman Way: Empowered and Resilient

Bwgcolman Way is PICC's Delegated Authority (DA) child protection program. As a statutory delegate of the Department of Child Safety, we lead child protection decision-making for Aboriginal and Torres Strait Islander children—Our Way, With Mob, By Mob. We are guided by culture, connection, and self-determination to ensure that children are safe, strong in identity, and remain deeply connected to kin, culture, and community.

The Role

As a Delegated Authority Case Worker, you will support the implementation of statutory decision-making powers delegated to PICC under the Child Protection Act 1999. Your role is to walk alongside children, families, kin, and community to ensure decisions reflect the voices and choices of Aboriginal and Torres Strait Islander people. Under the Bwgcolman Way Practice Framework and the supervision of the DA Manager (Executive Manager – Women & Children's Services), you will support cultural connection, family reunification, care coordination, and healing.

TECHNICAL DUTIES

KEY RESPONSIBILITIES	KEY PERFORMANCE INDICATORS
Engage with families, children, Elders, and community to support culturally safe and child-centred case management.	• Active engagement and feedback from families and stakeholders.
Assist in decision-making regarding family contact, reunification, and cultural connection under delegated powers (Sections 82(2), 87, 88 of the Child Protection Act 1999).	• Evidence of appropriate use of delegation and documentation in line with PICC's practice requirements.
Support and facilitate culturally appropriate family visits, connection activities and healing journeys.	• Culturally relevant and well-documented contact and case plans.
Work in partnership with Child Safety, ensuring accountability and best outcomes for children.	• Collaborative case notes, stakeholder feedback, and compliance audits.
Maintain accurate case records, reports, assessments and referrals.	• Timely and complete documentation aligned with Bwgcolman Way protocols.

RESPONSIBILITIES GENERAL – ALL EMPLOYEES	KEY PERFORMANCE INDICATORS
Participate in Workplace Health and Safety training and activities and Risk Management Planning activities	• Training and other activities recorded
Record incidents and near-misses in line with practice policy	• Incident reports recorded
Practice duty of care including meeting practice standards and accountability	• Evidence of compliance in audits

NON-TECHNICAL DUTIES

- Communicate professionally and respectfully with families, community members, and staff at all levels.
- Demonstrate strong cultural knowledge and respectful relationships with Aboriginal and Torres Strait Islander people.
- Participate in formal training, supervision, and reflective practice sessions.
- Contribute positively to a culturally safe, accountable, and healing workplace.

Please note that the duties outlined in this position description are not exhaustive, and only an indication of the work of the role. PICC can direct you to carry out duties which it considers are within your level of skill, competence and training. You will be required to perform other duties/tasks as required by your Line Manager.

SELECTION CRITERIA

Essential

Aboriginal and Torres Strait Islander people are strongly encouraged to apply for the positions.
Demonstrated experience working with Aboriginal and Torres Strait Islander children, families, and communities.
Minimum qualifications in Community Services, related field or willingness to obtain and/or equivalent experience.
Experience in child protection, delegated authority, or case management.
Sound understanding of the Child Protection Act 1999, Aboriginal and Torres Strait Islander Child Placement Principles, and Human Rights Act 2019.
Strong communication skills, including writing case notes, reports, and facilitating conversations with families and stakeholders.
Ability to work flexibly, respectfully, and with cultural humility.
Valid Blue Card, Driver's Licence, and ability to travel locally.

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What We Offer

Be part of a landmark community-led child protection reform initiative.
Ongoing training, mentoring and support under the Bwgcolman Way Practice Framework.
Work-life balance opportunities.
Salary packaging benefits.
A values-driven, trauma-integrated, culturally grounded team committed to healing and empowerment.

STAFF ACKNOWLEDGMENT

POSITION TITLE: Delegated Authority Case Worker – Bwgcolman Way
This position has been accurately described, is current and has been explained by:
PICC Representative:
Date:
Signature:
This position is accepted with the full understanding of my obligations and authorities, and I accept the responsibilities described herein:
Employee Name:
Date:
Signature (Employee):

DISTRIBUTION

- ✓ Signed original for employee personnel file
- ✓ Copy to employee