

Role Description



Role title:	Classification:
Supervisor	AHP3
Division/Business unit:	Reports to:
Community and Aboriginal Partnerships / Community Youth Justice	Manager, Practice and Service Delivery

Role purpose:

The Supervisor is a role within Community Youth Justice and is accountable to the Manager, Practice and Service Delivery for:

- Participating in the management of the team to ensure effective service delivery.
- Providing supervision, professional support and development to staff.
- Achieving a high quality and intensive service to children and young people that aims to reduce re-offending and promotes positive community interactions and behaviours.
- Contributing to professional service development, professional conduct standards and departmental policies in line with legislative requirements.

Key outcomes and accountabilities:

1. Provide effective supervision and leadership for Case Management including Community Service in country locations in accordance.
2. Provide supervision, guidance and support for staff to effectively address the individual needs of children and young people to promote their desistance from further offending.
3. Provide a quality assurance role in relation to assessment; case management; models of intervention; opportunities to improve work practices and services; monitoring professional practice standards and ensuring service equity.
4. Oversee the full range of intervention methodologies used and ensure access to all practice tools, systems and relevant legislation.
5. Monitor the delivery of services and resources by maintaining appropriate confidential records and ensuring up to date data entry and management systems.
6. Manage competing work demands and complex tasks including implementing improved strategies and service standards; working with a multidisciplinary team; establishing and maintaining strong working partnerships with key internal and external stakeholders.
7. Assist in change management and encourage a work environment where staff are challenged to develop their competence and encouraged and provided with opportunities for professional development.

Note: Any other responsibilities in line with the classification level of the role as assigned by Line Manager and/or the department. The responsibilities as specified above may be altered in accordance with the changing requirements of the role.

Special conditions:

- **MANDATORY:** Prior to being employed, the successful applicant will be required to obtain a National Police Check if new to the Department and a satisfactory Employment-related Screening Check where this is required for the role.
- Successful applicant will be required to provide evidence of completion of Child Safe Environments for Children and Young People full day training course or evidence of enrolment.
- Must hold a current Australian issued Driver's Licence (equivalent to minimum class 'C' – South Australian), which must be maintained. Incumbent must be willing and able to drive all government vehicles within their licence classification during the course of their duties.
- Intrastate and/or interstate travel, which may involve overnight absences, may be required.
- Some out of hours' work may be required.
- Successful applicant may be assigned to another role/location at this remuneration level or its equivalent.

Key Relationships/Interactions:

- Manager, Practice and Service Delivery (line manager)
- General Manager, Community Youth Justice
- Line management responsibility for Case Managers and Senior Practitioners in Community Youth Justice
- Community and Aboriginal Partnerships and other departmental staff
- DHS Staff and management
- Other Government departments
- Non-government organisations
- Communities

Budget/Delegations:

Human Resources Delegations Level 5 / No Financial Authorisations for this role

DHS expectations and values: (Organisational contribution)

- Understand and follow workplace safety initiatives, identify hazards and contribute to a safe working environment, as well as follow procedures to manage and minimise risks within DHS.
- Follow the principles of a sustainable working environment by following departmental greening initiatives.
- Model ethical behaviour and practices consistent with the SA Government Code of Ethics for Public Sector Employees, Values and DHS Working with Children and Young People Code of Conduct.
- Understand and follow the principles and practices of the Information Sharing Guidelines for Promoting Safety and Wellbeing (ISG) and the DHS Appendix to the ISG to facilitate appropriate information sharing practice within the context of this department.
- Take action and provide services that are inclusive of Aboriginal people, people from culturally and linguistically diverse backgrounds, LGBTQIA+ people and people living with disability, as well as engaging in learning about other cultures and diverse communities to better establish relationships and improve services.

Role specific capabilities: (Skills, experience, knowledge, attributes)

1. **Leadership and Management** – Provide effective leadership, supervision and contributions to the team's professional development through performance management.

2. **Service Delivery** – Build, manage and maintain positive and collaborative working relationships with peak and advisory bodies.
3. **Communications and Information Management** – Provide leadership and management in the delivery of high-quality client relations through efficient and effective practices and procedures.
4. **Operational Management** – Develop and maintain operating standards to consistently respond to client needs.
5. **Respect Cultural Diversity** – Take action and provide services that are inclusive of people of Australian Aboriginal or Torres Strait Islander descent and people from culturally and linguistically diverse backgrounds as well as engaging in learning about other cultures to better establish relationships and improve services.
6. **Legislative Knowledge Base** – Demonstrate understanding of legislation, policies, procedures, case management methodologies, the impact of trauma and the service opportunities available to children and young people having contact or at risk of entering the youth justice system.

Qualifications:

Essential:

- Appropriate degree or equivalent qualification which gives eligibility for full membership of the Australian Association of Social Workers.
- Persons of Australian Aboriginal or Torres Strait Islander descent, who have the appropriate background and skills but do not have the essential qualification, may apply for and be engaged/assigned to the role of Social Worker and will be entitled to apply for any Allied Health Professional roles requiring a qualification in Social Work within the Department Human Services.

Desirable: Not applicable

Key leadership competencies and expected behaviours at this classification:
Supports and implements strategic direction

- ☐ Understands the big picture and contributes to the development of strategic direction for the BU.
- ☒ Assumes ownership of team goals and business objectives.
- ☒ Works with a whole-of-government mindset and aligns objectives with organisational priorities.
- ☒ Look for opportunities to initiate continuous improvement. Communicates effectively in times of uncertainty.
- ☒ Identifies and analyses complex problems relating to the team's work objectives.

Achieves and monitors own results

- ☒ Delivers results and improvements to meet team objectives.
- ☐ Evaluates existing systems and resources and identifies opportunities for development and improvement.
- ☐ Makes decisions and manages risks affecting the team and individual role, even in ambiguous situations.
- ☒ Abides by the laws, regulations and policies determining team and individual role activities.
- ☒ Holds self and others accountable for reaching team outcomes and escalates issues where necessary.
- ☒ Monitors team/project performance and seeks feedback to guide improvements.
- ☒ Develops job-specific expertise and builds on the knowledge and skills of self and others to achieve objectives.

Enhances service delivery excellence.

- ☒ Adds value to the BU by setting, reaching, and encouraging high performance standards.
- ☐ Identifies and raises awareness of trends, potential problems and opportunities to meet the current and future needs of the business.
- ☒ Provides others with ongoing feedback and coaching for development.
- ☒ Identifies learning opportunities and encourages innovation and resourcefulness to meeting team performance standards.
- ☒ Embeds a strong customer service ethos by understanding needs.
- ☒ Effectively manages resources to meet competing and complex demands.

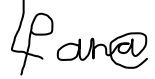
Cultivates productive working relationships

- ☐ Seeks to understand the perspectives of others and the implication in the wider public sector.
- ☒ Tailors approach to the audience or situation to ensure information is understood and key actions are agreed upon.
- ☒ Constructively manages and resolves conflict by identifying boundaries and appropriate workarounds.
- ☒ Genuinely values the input, expertise, and experience of others; promotes information sharing to gain new insights and deliver outcomes.
- ☒ Engages in strategic relationships with internal and external stakeholders.
- ☒ Is sensitive towards diverse agendas, concerns, interests and views and can adapt approach accordingly

Exhibits personal drive and professionalism.

- ☒ Acts with integrity and promotes consistency among principles, organisational values and ethical behaviour.
- ☐ Displays belief in own strengths and abilities; challenges issues constructively and acknowledges mistakes.
- ☒ Adapts effectively to changing priorities and work demands, responding in a controlled manner.
- ☒ Self-evaluates performance, seeking feedback from others; recognises how behaviour impacts others.
- ☒ Promotes a culture that values respect and diversity within the team, and models this in all interactions.
- ☒ Ensures a focus on wellbeing and safety for self and others and raises concerns where necessary.

Approval:

Assessed by: Lazaras Panayiotou, Assistant Human Resources Business Partner		Date: 20/05/2024
Approved by: Mellanie Fernandez, Director Youth Justice and Exceptional Needs		Date: 20/05/2024