Role Description

Role title:	Classification:
Practitioner	AHP2
Division/Business unit:	**Reports to:**
Community and Family Services, Safer Family Service (SFS), Intensive Family Services (IFS)	Supervisor

Role purpose:

The Practitioner is a role within Community and Family Services and is accountable to the Supervisor for:

- Assertively engaging families and children from pre-birth to 18 years old who are at high risk of entering the child protection system through the provision of risk and needs assessment, case planning, support, and intervention.
- Working collaboratively with children and their parents and/or care givers through the provision of high quality and effective service delivery that strengthens and supports the safety, healthy development and wellbeing of children.
- Developing strong working partnerships with both government and non-government services to effectively link children and their families to relevant services.

Key outcomes and accountabilities:

1. Undertake case management to support families and children from pre-birth to 18 years old experiencing multiple complexities and high-risk safety concerns.
2. Conduct home visits and undertake complex psychosocial and risk assessments, safety and case plans, that identify potential barriers to guide the case planning and targeted interventions that are strengths-based to support children and their families where risk has been identified.
3. Undertake a partnership approach with children and their families to determine the goals, focus and pace of service engagement, and work as part of a multi-disciplinary and interagency team to support families from culturally diverse backgrounds and strengthen child safety.
4. Utilise high level reasoning and professional judgement to analyse and evaluate information for recording accurate and timely case notations on the client case management systems, completion of assessments, relevant case documentation and reports in accordance with the Departmental and SFS policy and practice framework.
5. Actively participate in regular case conferences, case reviews and file audits as part of regular supervision, peer consultation and case planning.
6. Undertake professional development activities and training to maintain and broaden skills and capabilities in trauma informed case management, family preservation work and Intensive Family Services within the Child and Family Support System.

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:

- Successful applicant will be required to hold a National Police Check (NPC) and satisfactorily complete an Employment-related Screening Check where this is required for the role, prior to being employed.
- Successful applicant will be required to satisfactory complete and hold a Department of Human Services (DHS) Working with Children Check (WWCC) prior to being employed.
- The incumbent may be required to undertake RRHAN-EC – Responding to Risks of Harm, Abuse and Neglect – Education and Care full day/online course and the updated online course posted as required.
- The incumbent may be required to 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.
- Some out of hours work is required.
- Inter and intra-state travel may be required.

Key Relationships/Interactions:

- Supervisor (line manager)
- Regional Managers, IFS and SFS staff
- Manager, Clinical Practice and Practice Leads, IFS, SFS
- Manager, Aboriginal Practice, Aboriginal Cultural Lead and Aboriginal Cultural Consultants, IFS, SFS
- DHS Divisions, Directorates and staff
- Children, families and caregivers
- Government and non-government agencies including SA Health, Department of Child Protection, Department for Education, SAPOL, Aboriginal Community Controlled Organisations and other key stakeholders

Budget/Delegations:

No budget or delegations accountabilities 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.
- Act 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. Proven knowledge and understanding of the complexities and effects of child abuse, neglect and developmental trauma upon the health and wellbeing of infants, children and young people, and

demonstrated ability to assess and work with families experiencing vulnerability and low levels of safety using a case management approach to assess, plan, refer and enable sustained intervention.

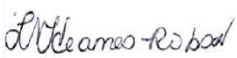
2. High level problem solving, conflict resolution and negotiation to build effective rapport with children, their families, and local agencies by working in a flexible, resourceful and responsible manner, working both independently and collaboratively to achieve improved outcomes for families from diverse cultural backgrounds.
3. Proven ability to demonstrate high level interpersonal skills that create and foster networking, consultation, and interaction with families across a broad cultural and socio-economic spectrum and professionals in a range of complex and sensitive situations.
4. Demonstrated knowledge of the impact of intergenerational trauma, the effects of colonisation policies and forced removal upon the health and wellbeing of Aboriginal and Torres Strait Islander children, their families and communities, whilst recognising the protective strengths of culture.
5. Demonstrated understanding of child protection legislation, policies, procedures, the impact of trauma and the service opportunities available to children and families in crisis or at risk of entering the child protections system.
6. Proven ability to critically reflect on individual practice, participate in case conferences, case reviews, peer reviews, supervision, and professional development activities, to support practice quality.
7. Highly developed written and interpersonal communication skills that build effective collaborative relationships with multi-disciplinary teams, peers and contribute to a positive team culture.

Qualifications:

Essential:

- An appropriate Social Work qualification from a recognised tertiary institution giving eligibility for full membership with the Australian Association of Social Workers.
- Persons of Aboriginal or Torres Strait Islander descent, who have the appropriate background and skills but do not hold 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 of Human Services.

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: Tania Heames-Robson, HR Business Partner		Date: 25/7/23
Approved by: Kerry Beck, Director, Safer Family Services		Date: 25 / 07 /23