



Role Description

Role title:	Classification:
Graduate Practitioner	AHP1
Division/Business unit:	Reports to:
Various	Senior Practitioner

Role purpose:

The Graduate Practitioner is a role within the Department of Human Services and is accountable to various relevant business unit managers and senior practitioners for:

- Assisting other Practitioners in the conduct of assessments and case work to support children and young people, people with disability and their families or carers, older people or other adults who may be vulnerable and experiencing abuse as part of a structured graduate employment and development program.
- Codesigning and implementing support and risk management strategies with individuals or groups in collaboration with Allied Health Professionals and other stakeholders.
- Maintaining a person-centred approach and working collaboratively with clients and families to improve support outcomes.

Key outcomes and accountabilities:

1. Monitor and report on casework to assist the team in ensuring that the support provided meets the identified needs of each child, young person, and family, person with a disability, older person or other adult who may be vulnerable.
2. Undertake a range of casework support responsibilities (including maintaining accurate and relevant client records) to assist in reporting, information sharing and legal requirements.
3. Utilise discipline related knowledge to undertake casework and provide advice and solutions to clients under supervision, referring more complex, high risk or sensitive matters to senior team members.
4. Support a range of clients in diverse environments to gain experience and acquire a deeper understanding of issues and the support required to create change in families to keep children and young people safe or to improve quality of life outcomes for people with disability or to support adults who may be experiencing abuse or mistreatment.
5. Work collaboratively within and across government, non-government and community partners to deliver appropriate services for clients.
6. Undertake assessment and investigation to assist in the identification and development of solutions to address safety and risk concerns.

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:

- 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.
- 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.
- Incumbent must be vaccinated against COVID-19 with a Therapeutic Goods Administration Authority (TGA) approved vaccine and provide proof of vaccination status prior to being appointed to the role.

Key Relationships/Interactions:

- Senior Practitioner / Unit Manager
- Staff within the business unit
- Client and families
- External providers and suppliers
- Non-government organisations
- Graduate Coordinator
- Graduate cohort
- Mentor

Budget/Delegations:

No budget or delegation 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, or relevant legislation related to the work Unit.
- 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. **Develop Interventions** - Apply discipline knowledge and experience to plan, develop, implement and evaluate interventions aimed at meeting complex needs within a holistic framework which focuses on person/family and community centred approach.
2. **Specialist Knowledge Base** – Demonstrate knowledge and understanding of current best practice in area of trained discipline.
3. **Multi-disciplinary Teamwork** – Demonstrate ability to effectively communicate and work with people from diverse professional backgrounds and work as a team member to provide a holistic professional service.
4. **Analyse and Report** – Demonstrate ability to collate information, analyse and prepare reports for relevant stakeholders that contribute to creating long-term solutions and positive outcomes.
5. **Time Management** – Ability to manage a high and varied workload, organise priorities, meet deadlines and use initiative.
6. **Build Partnerships** – Ability to understand the needs of a diverse range of clients and cultures and deliver services that meet these needs using initiative, creativity, negotiation, consultation, and conflict resolution skills.

Qualifications:

Essential: Undergraduate or post degree qualification obtained within the last three years from a registered Australian university, which enables eligibility for full Australian registration or membership with the relevant allied health professional body.

Key leadership competencies and expected behaviours at this classification:**Understands strategic direction**

- ☐ Understands the shared vision for the business unit (BU).
- ☐ Understands purpose and expectations, and strives to reach collective goals.
- ☒ Considers multiple perspectives and organisational context of their role.
- ☒ Maintains a continuous learning approach and adapts to changes.
- ☒ Solves ad hoc problems; evaluates alternative solutions and makes recommendations.

Addresses clients' needs

- ☐ Delivers results and improvements to meet agreed outcomes of their role.
- ☒ Positions own role and skill development to meet the needs of the team.
- ☒ Makes effective and well-informed decisions about routine issues affecting the team and individual role.
- ☒ Abides by the laws, regulations and policies that apply to their role.
- ☒ Holds self-accountable for achieving outcomes and communicates progress with manager.
- ☒ Monitors and acts on feedback to improve own performance.
- ☒ Builds technical knowledge in own role to support organisational objectives.

Contributes to service delivery excellence

- ☒ Takes accountability for delivering assigned objectives.
- ☐ Gathers and investigates information from diverse sources to keep abreast of new developments and changes in the SA public sector environment.
- ☒ Provides ongoing feedback to others.
- ☒ Seeks out and participates in learning opportunities that will help meet agreed performance standards.
- ☒ Strives to deliver excellent customer service by understanding needs.
- ☒ Manages time and other resources effectively.

Engages in positive working relationships

- ☒ Acts professionally within the boundaries of the organisation.
- ☒ Conveys facts, concepts and technical information adapting communication style to meet the audience.
- ☒ Listens to different ideas and discusses issues with consideration and care.
- ☐ Readily shares information and promotes a friendly, inclusive environment.
- ☒ Participates in professional networks and forums with team members, stakeholders and clients.
- ☒ Responds appropriately to others in an open and honest manner.

Demonstrates personal drive and professionalism

- ☒ Behaves consistently with the principles, values and ethics of the organisation.
- ☒ Acts confidently when providing advice and information; acknowledges mistakes and learns from them.
- ☒ Remains positive and focused on achieving objectives in difficult circumstances.
- ☒ Seeks opportunities to build knowledge, skills and self-awareness.
- ☒ Understands, values and responds to diversity, and treats people with respect.
- ☒ Looks after own health, safety and wellbeing, and raises concerns where necessary.

Approval:

Assessed by: Madeline Yee, Lead HR Business Partner		Date: 17/07/2024
Approved by: Sally Nicholas, Director, Organisational Development		Date: 17/07/2024