

Role Description



Role title:	Classification:
Pathways Practitioner, CFSS Pathways Service	AHP2
Division/Business unit:	Reports to:
Child and Family Support / Pathways, Evidence and Partnerships	Supervisor, CFSS Pathways Service

Role purpose:

The Pathways Practitioner, Child and Family Support System (CFSS) Pathways Service is a role within Child and Family Support (CFS) and is accountable to the Supervisor, CFSS Pathways Service for:

- Providing high quality assessment of child safety, risk and protective factors, patterns of neglect and abuse, and needs of vulnerable children from pre-birth through to 18 years old and their families.
- Promoting and developing partnerships with government and non-government support services, to identify and implement responses to mitigate child protection risk and improve safety for vulnerable children and their families.
- Consulting and providing advice to referring agencies in order to identify diversionary responses for vulnerable families.
- Identifying and recording complex structured data, describing risk and protective factors for families to inform broader child protection system responses.

Key outcomes and accountabilities:

1. Lead or co-work the delivery of supportive triaging responses to children and their families, identified as at risk, and recording all client related activity in identified data systems. Use professional judgement to determine the child safety concerns and most appropriate service pathway to meet the risk and safety needs of vulnerable children and families and share this with key stakeholders.
2. Consult with Aboriginal Pathways Practitioners and the Aboriginal Connections Team and other relevant community members, to enhance assessments for Aboriginal and Torres Strait Islander Families.
3. Engage with local, regional and state-wide networks with a broad range of government and non-government agencies, to promote outcomes for vulnerable children, young people and families at risk of a statutory response.
4. Contribute to the professional knowledge base; reinforce professional ethics and standards in decision making. Integrate contemporary information and research evidence with practice/assessment experience to support decision making, innovative thinking and objective analysis and case work.
5. Engaging with the Supervisor, Senior Practitioner, and other specialist practitioners through supervision, regular case discussion and reflective practice sessions, and implementation of evidence-based practice which provide high quality clinical assessment for vulnerable children, young people and their families.
6. Work in partnership with relevant Stakeholders including Safer Family Services, and Early Intervention and Research and Data to contribute to the objectives, and strategic direction.

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 hold a National Police Check (NPC) and satisfactorily complete an Employment-related Screening Check where this is required for the role.
- Successful applicant will be required to satisfactorily 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.
- 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.
- Some out of hours work may be required.
- Interstate and intrastate travel may be required.

Key Relationships/Interactions:

- Supervisor, CFSS Pathways Service (line manager)
- Aboriginal Connections Team (ACT) staff
- Pathways, Evidence & Partnerships (PEP) directorate staff (Safety & Pathways, Early Intervention, Research and Data (EIRD) and Performance and Partnerships (P&P))
- Safer Family Services (SFS) leadership and staff
- Other staff the CFS Division
- Department for Health and Wellbeing and Department for Education staff
- Aboriginal Community Controlled Organisations (ACCOs)
- Non-Government Organisations (NGOs)
- Other Government agencies

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.
- Take action and provide services that are inclusive of Aboriginal people and people from culturally and linguistically diverse backgrounds, as well as engaging in learning about other cultures to better establish relationships and improve services.

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

1. **Social Work Assessment** – Proven experience in assessments of complex families including psycho-social assessments, assessing levels of risk, development of service planning, referrals and sustained interventions to ensure the ongoing safety of children, young people and family members.

2. **Child Protection Knowledge** – Demonstrated knowledge and understanding of the effects of child abuse, impact of domestic and family violence, neglect and developmental trauma upon the health and wellbeing of children and young people, as well as the major social and health issues facing children and families from low socio-economic regions, including knowledge of Child Protection legislation, policies and procedures.
3. **Practice Development** - Proven ability to critically reflect on individual practice, to participate in case reviews, supervision and professional development activities, to support practice quality.
4. **Communication** – Excellent written and verbal communication, and interpersonal skills that foster interagency collaboration and networking, with the aim of achieving positive outcomes for children and families, including the ability to critically analyse complex information, provide support around professional and practice development to inform best practice.
5. **Cultural Awareness** – Demonstrated understanding 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, and the protective strengths of culture.
6. **Building Safe Workplaces** – Demonstrated knowledge and commitment to promoting and creating a safe and inclusive work environment and the legislative requirements of Equal Opportunity and Work Health and Safety legislation.

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: Olivia Concesso, Lead HR Business Partner



Date: 28/3/2025

Approved by: Henry Pharo, Director Pathways, Evidence and Partnerships



Date: 28 /3/2025