

Role Description

OFFICIAL



Government of
South Australia



human
services

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| Role title: | Classification: |
| Senior Determinations Officer | ASO6 |
| Division/Business unit: | Reports to: |
| Community Investment and Support/Screening Unit | Team Leader, Assessments |

Role purpose:

The Senior Determinations Officer is a role within Screening Unit and is accountable to the Team Leader, Assessments for:

- the assessment of relevant history information, making determinations and writing decisions about a person's suitability to work with children and vulnerable people in accordance with the provisions of South Australian screening legislation and policy
- the development and recording of determinations and reasons for decisions under limited direction using a reasonable, transparent and timely decision-making process
- complying with statutory and administrative decision-making processes providing feedback and contributing to the skill development of Senior Assessment Officers.

Key outcomes and accountabilities:

1. Undertake screening assessments, make determinations, and develop reasons for decisions in accordance with relevant legislation, authorisations, policy, and procedures including affording procedural fairness to all applicants.
2. Provide expert advice on the risk assessment of relevant history information (including criminal history, child protection and care concerns) for the Director, Deputy Registrar and General Manager.
3. Contribute to the development of a system of consistent assessment and report on trends and issues affecting the operational aspects of assessment.
4. Advise and support the Team Leader, Assessments and proactively assist in developing the Assessment teams within the Screening Unit.
5. Deliver effective client outcomes by participating in the planning, management and evaluation of systems, processes and procedures.
6. Conduct initial review of new screening assessments and assign to appropriate assessment stage within the Screening Unit.
7. Facilitate consultation and communication with clients, government, and non-government agencies to obtain information regarding the ongoing effectiveness of screening and criminal history policy and processes.
8. Review assessments including procedures followed by Senior Assessment Officers for quality, consistency, objectivity, and timeliness.

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 have a current Working With Children Check.
- Some out of hours work may be required

Key Relationships/Interactions:

- Team Leader, Assessments.
- Screening Unit staff.
- Screening applicants and non-government agencies.

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.
- 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. **Accountability and Decision Making:** Take responsibility for and demonstrate justifiable reasons for actions and decisions based on all available information and in line with organisational policy and values.
2. **Statutory and Administrative Decision Making:** Experience in analysing information, drafting reports and making recommendations, determinations and/or decisions pursuant to relevant legislation, regulations and associated policies.
3. **Decide and Initiate:** Base decisions on evidence, encourage others in the decision-making process to contribute where appropriate and follow through with implementation and monitor outcomes.
4. **Written Skills:** Utilise experience in presenting complex issues and findings in writing, such as reports, recommendations and briefing notes.
5. **Time Management and Goal Setting:** Demonstrate ability to set and achieve goals by managing time, tasks and risk. Meet deadlines and manage heavy workloads.

Qualifications:

Essential: Not applicable.

Desirable: Tertiary qualifications and/or experience in social science, psychology, justice, criminology, law, social work and preparing assessments and decisions with a statutory framework.

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:

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| Assessed by: Tracey McGlenchy, Team Leader HRBP |  | Date: 15/02/2023 |
| Approved by: Emily Strickland, Director, Screening Unit |  | Date: 09/02/2023 |