

Role Description

OFFICIAL



Government of
South Australia



human
services

Role title:	Classification:
Clinician	AHP2
Division/Business unit:	Reports to:
Community and Family Services/Safer Family Services	Supervisor

Role purpose:

The SA Government has committed to reforming the child protection system in South Australia. The Department for Human Services (DHS) has lead responsibility for implementing the Child and Family Support System reform, in which Safer Family Services (SFS) plays a key part.

Safer Family Services (SFS) provides help and support to children and their families at risk of harm, neglect and family violence, by deliberately and strongly intervening to disrupt the patterns of intergenerational trauma and increase the number of children able to be cared for safely in their homes, connected to culture and community. This is particularly relevant for children and families with multiple and complex needs.

Safe Start is a program that provides coordinated, targeted and culturally appropriate earlier intervention for infants 0-24 months and their families to improve their safety, health, development and education outcomes where risk factors exist. Safe Start delivers an improved collaborative and co-ordinated response of services and programs to meet the needs of families whose children are at risk.

The Clinician is responsible to the Supervisor, for provision of a range of interventions for vulnerable infants and parents. The Clinician, Safe Start works collaboratively with midwives and other health professionals to provide case management to assist families form relationships with service providers that will assist them achieve their personal goals. The Clinician provides high quality services to eligible women, fathers and their families where significant indicators of family and infant vulnerability have been identified. The role contributes to the development and implementation of a service of best practice delivering an effective and efficient client focused service that will meet the needs of clients. The role also contributes to the maintenance of data and record management to improve service delivery, develops skills and expertise in a specialised area and supports and actively participates in a positive culture and safe work environment.

Key outcomes and accountabilities:

1. Provide expertise in the delivery of quality services to eligible women, fathers and their family through providing an effective delivery of family support services to their families identified with high and complex needs through antenatal assessments.
2. Provide comprehensive assessments in partnership with families, family support workers and other services using a range of therapeutic intervention approaches to engage families.
3. Provide culturally relevant family focussed restorative practice interventions that are infant centred, strength based and informed by both evidence base and practice wisdom and are developed in partnership with families – ensure families are actively engaged in the development of goals and strategies that are relevant to their desired outcomes.
4. Contribute to an effective and efficient client focussed service that will meet the needs of clients through demonstrating an empowerment and strengths-based philosophy that is imbedded within service delivery approaches and developing a partnership approach with families to determine the goals, focus and pace of service engagement delivery.

Key outcomes and accountabilities:

5. Support sustained intervention to vulnerable families utilising a multi-discipline and inter-agency approach.
6. Demonstrate a flexibility of service delivery approaches to respond to individual family circumstances and needs ensuring the client issues will be responded to promptly and effectively.
7. Lead the assessment of safety and negotiating the mediation of risk to infants by communicating effectively and efficiently with the Manager in relation to issues of escalation of care.
8. Contribute to the maintenance of data and record management to improve service delivery by ensuring that all relevant client data is completed and accurately entered into the client management system; provide appropriate data collection, research and evaluation procedures are implemented thus contributing to documentation on preventative programs.
9. Maintain high quality case notes and recording and participate in regular case reviews and file audits; and manage client files and documentation in accordance with the Department's guidelines, policies and practices and the State Records Act 1997.

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:

- Some out of hours work may be required.
- Inter and intra state travel may be required.
- 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 satisfactorily complete and hold a 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.

Key Relationships/Interactions:**Internal Working Relationships:**

- Supervisor (Line Manager)
- Safe Start Program staff
- Program areas of Community and Family Services
- Government and non-government agencies, particularly Department for Education (EDU) and SA Health Managers
- Professional associations and other relevant bodies
- Parents and groups in the community

External Working Relationships:

- Government and non-government agencies, particularly Department for Education (EDU) and SA Health Managers
- Professional associations and other relevant bodies
- Parents and groups in the community

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. Demonstrated advanced level of skill in clinical reasoning, case formulation, including proven ability to analyse and evaluate complex information for report writing and assessments of families.
2. Interpersonal skills that foster networking, consultation and interaction with families across the socio-economic spectrum and from diverse cultures as well as professionals in a range of complex and sensitive situations; highly developed skills in communication, problem solving, conflict resolution and negotiation.
3. Extensive experience and knowledge in therapeutic interventions, understanding the impact of mental health problems and mental illness on parenting as well as understanding of the impact of early childhood trauma and domestic violence on parenting and the developing infant.
4. Proven experience in assessment of complex families and supporting/supervising staff (including students) working with complex families to provide case planning, appropriate referrals and sustained intervention.
5. Knowledge and understanding of the effects of child abuse, neglect and developmental trauma upon the health and wellbeing of infants and children as well as the major social and health issues facing mothers, fathers and infants from low socio-economic regions.
6. Experience in networking, liaising and working with other agencies to optimise the use of community resources, including representing the Safe Start at forum's, meetings and partnership meetings, including providing formal presentations to large groups.
7. Proven experience utilising restorative practice approaches, current research and knowledge about attachment, infant mental health and brain development when working with complex families.

Qualifications:

Essential:

- An appropriate Social Work qualification from a recognised tertiary institution giving eligibility for full membership with the Australian Association of Social Workers or
- 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.
- An appropriate degree or equivalent qualification and general registration with the Psychology Board of Australia. Registration must be obtained prior to commencement in the role.

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:

Checked by: Kerry Dent, Business Operations Officer	<i>Kerry Dent</i>	Date: 1/6/2022
Approved by: Tania Heames-Robson, HR Business Partner	<i>T Heames-Robson</i>	Date: 3/6/2022