

Role Description

Role title:	Classification:
Behaviour Support Officer	OPS4
Division/Business unit:	Reports to:
Communities and Justice / Kurlana Tapa Youth Justice Centre	Operations Supervisor

Role purpose:
The Behaviour Support Officer is a role within Communities and Justice and is accountable to the Operations Supervisor for: - Supporting individuals or small groups of young people within Kurlana Tapa Youth Justice Centre (KTYJC) who are experiencing emotional or behavioural challenges. - Codesigning and implementing support and risk management strategies with individuals or groups in collaboration with Allied Health Professionals and other stakeholders. - Building the capacity of Youth Workers to support young people to improve wellbeing, resilience and pro-social behaviours. - Responding to incidents and emergencies while maintaining an appropriate level of safety and security in a custodial environment.

Key outcomes and accountabilities:
- Maintain a person-centred approach and proactively engage with young people and mentoring staff in residential and community spaces within KTYJC. - Collaborate with operational staff and internal and external stakeholders to proactively achieve best practice support and positive outcomes for young people. - Participate in, and contribute to learning and development activities that enable responsive approaches to meet the behavioural support needs of young people from diverse backgrounds. - Respond to, and assist with, the management of incidents and emergencies as required in accordance with Kurlana Tapa Emergency, Operational and Security Orders. - Collaborate with operational staff, supervisors and management and internal and external allied health professionals on post incident support, risk management and behaviour support planning. - Demonstrate awareness of, and engage in learning about, Aboriginal cultural practices and/or differences and seek cultural consultation to promote culturally safe practice. - Adopt and champion new approaches to best practice for supporting young people and staff in Youth Justice custodial settings. <i>Note:</i> 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.
- Required to operate across both campuses of KTYJC and undertake shift work on a rostered basis including weekends, public holidays and overtime shifts.
- Hold a current Senior First Aid Certificate and demonstrate physical health, fitness and capability to manage crisis situations.
- Must have and maintain a 'suitable' psychological assessment status within six months of employment to be employed to work at KTYJC (or any other Training Centre established under the *Youth Justice Administration Act 2016*).

Key Relationships/Interactions:

- Operations Supervisor (direct line manager)
- Young people residing at Kurlana Tapa Youth Justice Centre
- Kurlana Tapa Youth Justice Centre management and staff
- Enhanced Support Team
- Senior Aboriginal Cultural Advisor
- Youth Justice Assessment and Intervention Services
- Government service providers (in particular, SA Health and Department for Education)
- Non-government organisations

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. **Working with young people** – Experience working with vulnerable young people with complex needs and use of communication skills, and behavioural intervention techniques to support young people in crisis.
2. **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.
3. **Initiative and Problem Solving** – Demonstrate ability to act with discretion to keep young people positively engaged and to resolve issues during activity delivery.
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 outcome for young people.
5. **Aboriginal and Torres Strait Islander Cultural Awareness and Knowledge** – Demonstrate ability to apply culturally sensitive practice for Aboriginal and Torres Strait Islander People, and community members from culturally and linguistically diverse backgrounds.
6. **Policy and Procedure Application and Interpretation** – Experience in interpreting and applying organisational policies and procedures.

Qualifications:

Desirable: Certificate IV in Youth Justice or related qualification

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

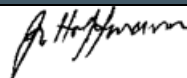
- ☒ Seeks to understand the perspectives of others and the implication in the wider public sector.
- ☒ Tailors approach to the audience or situation to ensure information is understood and key actions are agreed upon
- ☒ Constructively manages and resolves conflict by identifying boundaries and appropriate 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: Jayne Hoffmann, HR Business Partner



Date: 9/05/2023

Approved by: Mellanie Fernandez, Director, Communities and Justice



Date:

15/05/2023