

Role Description



Role title:	Classification:
Senior Youth and Family Practitioner	AHP2
Division/Business unit:	Reports to:
Community and Aboriginal Partnerships / Aboriginal Practice and Partnerships / Young Offenders and Child Diversion Programs	Principal Aboriginal Practice Lead

Role purpose:

The Senior Youth and Family Practitioner is a role within Aboriginal Practice and Partnerships and is accountable to the Principal Aboriginal Practice Lead for:

- Assessing and responding to the individual needs of Aboriginal and non-Aboriginal young people and their families to support positive pathways, cultural connection and long-term desistance from offending behaviours.
- Developing and maintaining partnerships to provide community-based programs and appropriate referral pathways consistent with legislation and DHS priorities.
- Assisting in the development of individual case formulations to achieve outcomes for Young Offenders and Child Diversion Program participants.

Key outcomes and accountabilities:

1. Provide complex case management to Aboriginal and non-Aboriginal young people and their families in accordance with Aboriginal Family-led practice and assessment of risk and needs and assuming overall responsibility for overseeing, reviewing, and evaluating all aspects of case planning including the making of appropriate referrals and providing support to address offending behavior.
2. Provide written and verbal reports to a range of stakeholders based on analysis, develop case plans and assessments that are culturally appropriate and record thorough and accurate case notes.
3. Consult with team members about professional practice issues, departmental policies, procedures, legislation, and staff development needs; support and mentor staff with complex client needs; planning reviews and preparation of difficult case conferences and court hearing.
4. Model, promote and monitor quality assurance practices, chair selected case conferences, assessment panel meetings and provide staff with appropriate training to improve client outcomes.
5. Facilitate the interests, rights, and needs of clients within the legislative framework and duty of care requirements including providing services that are accessible, fully utilised and culturally appropriate.
6. Promote and advocate for change and ongoing practice development.
7. Plan and support the performance of the team, in conjunction with the Principal Aboriginal Practice Lead and contribute to the strategic and operational business planning across Aboriginal Practice and Partnerships Directorate.

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.
- Successful applicant will be required to hold a Working with Children Check (WWCC) prior to being employed.
- Successful applicant will be required to provide evidence of completion of Child Safe Environments for Children and Young People full day training course or evidence of enrolment.
- Must hold a current Australian issued Driver's License (equivalent to minimum class 'C' – South Australian), which must be maintained. Incumbent must be willing and able to drive all government vehicles within their license classification during the course of their duties.
- Some out of hours and inter/intra-state travel work will be required.

Key Relationships/Interactions:

- Principal Aboriginal Practice Lead (line manager)
- Young Offenders, Child Diversion Program and Aboriginal Practice and Partnerships managers and staff
- Aboriginal people and communities
- Department of Human Services managers and staff
- Other government and non-government agencies, Aboriginal Community Controlled Organisations and service providers

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.
- Treat all individuals with fairness and respect, regardless of their race, culture, language, gender (including gender diversity), religion, sexuality, ability, or age.
- Promote and maintain inclusive workplaces that embrace diversity and actively support difference.
- Demonstrate zero tolerance for discrimination, harassment, or disrespectful behaviour towards or by clients, colleagues, contractors, or stakeholders.

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

1. **Aboriginal Cultural Knowledge** – Demonstrated connection with Aboriginal community, and experience, knowledge and understanding of how to work in culturally responsive, trauma informed ways with Aboriginal and Torres Strait Islander children, families, and community including the support of family led decision making to achieve safety of children.
2. **Case Management** - Demonstrated experience in providing case management to address identified safety concerns and need for families with young children, including demonstrated ability in navigating the statutory and legal systems.
3. **Communication** - Highly developed written and interpersonal communication skills that foster effective communication and collaboration with other professionals and with families across the socio-economic spectrum including from diverse cultures and comprehensively convey the assessment and intervention undertaken with families to the requesting authority.
4. **Support and Advice** – Proven ability to critically reflect on individual practice and to participate in case reviews, supervision and professional development activities to address practice quality and support less experienced case workers.
5. **Knowledge of Relevant Acts** – Demonstrated knowledge of the Youth Justice Administration Act 2016, Young Offenders Act 1993, Children and Young People (Safety) Act 2017, Criminal Law Consolidation Act 1935, Bail Act 1985, Youth Court Act 1993, Summary Offences Act 1988, Family and Community Services Act 1972 and Correctional Services Act 1982.
6. **Networking** – Develop and maintain constructive and effective working relationships, which foster the trust and cooperation of a wide cross section of key stakeholders, staff and communities.
7. **Conflict Resolution** - Clarify situations, act impartially, and use influence, negotiation, and persuasion to effectively mediate the conflict and devise a workable solution.

Qualifications:

Essential:

- A degree level qualification in Social Work leading to eligibility for (full) membership of 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 with 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: 4/8/2025

Approved by: Amy Pumpa, A/Director Aboriginal Practice and Partnerships



Date: 4/8/2025