

Role Description



Role title:	Classification:
Supervisor, Child and Family Support System (CFSS) Pathways	AHP3
Division/Business unit:	Reports to:
Child and Family Support / Safety and Pathways	Manager, Safety and Pathways

Role purpose:

Pathways, Evidence and Partnerships have a centralised CFSS Pathways Service to receive referrals for the Child and Family Support System (CFSS) across South Australia. Key partner agencies refer vulnerable and at-risk children and their families for Intensive Family Services and other CFSS services. The CFSS Pathways Service is a critical 'front door' service to provide initial 'triage' assessment of safety, risk and complexity for vulnerable children and their families, to ensure the most appropriate service pathway is identified and sourced.

The Supervisor, CFSS Pathways is a role within Pathways, Evidence and Partnerships and is accountable to the Manager, Safety and Pathways for:

- Managing, leading and guiding a team of practitioners in the delivery of high quality and effective services and interventions to respond to and support vulnerable and at-risk children and their families.
- Working strategically and systematically across government and the non-government sector, including community, in strengthening the service system responding to mitigate and reduce trauma and harm to at-risk children in order to reduce the need for a statutory child protection response.
- Providing high-quality leadership that inspires and motivates others to work collaboratively in a timely way, responding to community and business needs.
- Adhering to and promoting safety and wellbeing of staff and creating workplaces that are inclusive and safe in adherence to legislative requirements.

Key outcomes and accountabilities:

1. Develop and participate in local, regional and state-wide networks with a broad range of government and non-government agencies, including engaging with key agencies to identify service gaps and vulnerable populations, and implementing joint solutions as a community response to child safety and wellbeing matters.
2. Provide consultation on complex, contentious and highly sensitive cases to maintain compliance with legislative requirements and related government and departmental policies and procedures.
3. Identify areas where family support is required, discuss situations or concerns with staff contacting the triage service, lead or co-work the delivery of supportive diversionary responses to families identified as at risk and improve services to culturally and linguistically diverse clients and those clients identified as vulnerable or at risk by overseeing the provision of services that enhance outcomes for clients of the agency and improve outcomes for Aboriginal people.
4. Develop protocols and policies for inter-agency collaboration and referral processes with the Manager, Safety and Pathways and relevant Safety and Pathways staff by reviewing and adapting local processes and practices in accordance with emerging service needs and developing services that are relevant, culturally appropriate and accessible to all client groups alongside developing local sustainable structures that actively support consumer participation.

Key outcomes and accountabilities:

5. Integrate contemporary information and research evidence with practice experience to support decision making, innovative thinking and objective analysis.
6. Provide professional leadership, development and supervision to a specialist team in the development of operational program objectives and goals.
7. Contribute to maintaining a safe and healthy work environment by taking personal accountability by identifying and reporting incidents, hazards and injuries in accordance with departmental policy and procedure and cooperating and complying with reasonable instructions from management and Health and Safety Advisors.

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 a satisfactory Employment-related Screening Check where this is required for the role.
- Successful applicant will be required to satisfactory 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.
- 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.
- Some out of hours work may be required.
- Inter and intra-state travel may be required.

Key Relationships/Interactions:

- Manager, Safety and Pathways (line manager)
- Safer Family Services staff
- Department site leaders and Department for Education staff
- Children and their families
- Local Government and other Government, non-government agencies and Aboriginal Community Controlled Organisations
- Cultural and Practice Consultants

Budget/Delegations:

Financial Authorisations Level 5 / Human Resources Delegations Level 5

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, people from culturally and linguistically diverse backgrounds, LGBTQIA+ people and people living with disability, as well as engaging in learning about other cultures and diverse communities to better establish relationships and improve services.

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

1. **Relationships and Networks** – Proven interpersonal and written and verbal communication skills with high-level ability to articulate and present complex concepts clearly and concisely and develop effective working relationships and networks with a broad range of stakeholders, both within and external to the agency, including in situations requiring conflict resolution.
2. **Case Management Knowledge** – Proven ability to provide conceptual and strategic evidence informed advice and consultancy to senior management on critical issues, including demonstrating knowledge and experience to understand and evaluate the factors that contribute to child protection risk and develop case management and safety plans to mitigate those risks.
3. **Strategic Advice** – Proven experience and ability to provide strategic direction and influential leadership to others to achieve outcomes, including building relationships with other professionals and networks to develop and implement evidence informed strategies.
4. **Multidisciplinary Teamwork** – Proven experience leading and guiding a multidisciplinary and specialist team, including contemporary experience in providing clinical supervision, communicating a positive sense of direction to team members and guiding the achievement of individual, team and organisational goals.
5. **Child Protection and Interagency Services Knowledge**– Demonstrate contemporary knowledge of South Australia's child protection legislation and the impact of trauma including family and domestic violence and the service opportunities available from other agencies.
6. **Standards and Policy Knowledge** – Demonstrate 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.

Desirable: Not applicable

Key leadership competencies and expected behaviours at this classification:
Promotes strategic thinking and change

- ☐ Creates a shared vision and mission for the BU.
- ☒ Inspires and influences others to assume ownership BU goals.
- ☐ Leads teams in aligning their priorities within a broader organisational and political context.
- ☒ Champions sustainability and long-term improvement. Communicates effectively and leads others in times of change.
- ☐ Identifies and analyses difficult and complex problems that have organisation-wide impact.

Achieves objectives

- ☒ Delivers results and improvements to meet BU objectives by translating ideas into concrete plans.
- ☐ Anticipates future organisational needs, risks and uncertainties, and aligns systems and resources to meet these needs.
- ☒ Makes well-informed and timely decisions that affect the BU, even when information is incomplete and ambiguous.
- ☒ Interprets and abides by the laws, regulations and policies determining BU activities.
- ☐ Takes accountability for team/BU success and manages others to achieve outcomes.
- ☒ Monitors the performance of the team/BU, considers feedback information and seeks continuous improvement.
- ☒ Integrates technical expertise into the BU to achieve its objectives.

Leads business excellence

- ☐ Sets clear standards, manages risks, setbacks, and implements continuous improvement initiatives.
- ☐ Sets challenging but achievable goals/targets with relevant metrics based on market trends, developments and legislative changes to ensure business needs are continually met.
- ☒ Provides clear and timely recognition, promptly addresses under performance and lifts performance through coaching.
- ☒ Inspires innovation and ongoing learning, and plans strategically to meet BU goals.
- ☒ Drives outstanding customer service by enabling team members to anticipate client needs.
- ☐ Empowers others to use resources effectively.

Builds genuine partnerships

- ☐ Considers the impact of decisions and priorities on other business areas, adapting approach to meet organisational goals.
- ☒ Approaches negotiations with an understanding of key issues and is able to clearly communicate reasoning and justification to facilitate mutually beneficial solutions.
- ☒ Facilitates constructive discussions to mediate conflict and disagreements. Encourages diversity of thinking and differences of opinion.
- ☐ Identifies and develops key strategic relationships and networks to achieve goals, increase departmental knowledge and create communication channels.
- ☐ Proactively develops effective strategic relationships, networks and partnerships with internal and external stakeholders.
- ☒ Models inclusive behaviour and tailors communication style to meet the audience's needs.

Models personal drive and professionalism

- ☒ Maintains the highest level of integrity to embed ethical practice and organisation's values into the culture.
- ☒ Raises and challenges important issues constructively, and backs own judgement and actions confidently when challenged.
- ☒ Demonstrates resilience in responding to changing directions. Modifies approach, processes and procedures to fit situational changes within the BU.
- ☒ Demonstrates a high level of self-awareness and acts as a role model by openly communicating strengths and development needs.
- ☒ Champions a workplace that values respect, diversity and individual differences to build a culture of inclusivity.
- ☒ Establishes expectations and models best practice wellbeing and safety behaviours.

Approval:

Assessed by: Lazaras Panayiotou, Assistant Human Resources
Business Partner



Date: 05/09/2024

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



Date: 05/09/2024