# Role Description



Government of South Australia

human services

| Role title: | Classification: |
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| Practitioner | AHP1 |
| **Division/Business unit:** | **Reports to:** |
| Community and Family Services, Safer Family Service (SFS), Intensive Family Services (IFS) | Supervisor |

**Role purpose:**

The Practitioner is a role within Community and Family Services and is accountable to the Supervisor for:

- Identifying and assertively engaging families and vulnerable children (pre-birth to 18 years old at high risk of entering the child protection system, through the provision of assessment, case planning, support and intervention.
- Working collaboratively with children, parents, key partner agencies to strengthen parents/carer givers' ability to effectively support their children's safety, health development and wellbeing.
- Undertaking case work and developing targeted interventions to improve outcomes for children experiencing complex and high-risk safety concerns.

**Key outcomes and accountabilities:**

1. Provide support and deliver child focussed case work to children from 0 to 18 years of age and their families experiencing multiple complexities and high-risk safety concerns under professional guidance and supervision.
2. Undertake home visits and provide comprehensive psychosocial assessments, case plans and assessments, that identify potential barriers to guide the case planning and targeted interventions needed to support children and their families where risk has been identified.
3. Develop a partnership approach with families to determine the goals, focus and pace of service engagement and working as part of a multi-disciplinary and interagency teamwork approach to support families.
4. Utilise strong reasoning and judgement to analyse and evaluate information for recording accurate and timely case notations on the client case management systems , completion of assessments, relevant case documentation and reports in accordance with the policy and practice framework.
5. Actively participate in regular case reviews and file audits as part of regular supervision, peer consultation and case planning.
6. Undertake professional development activities and training to maintain and broaden skills and capabilities in case management, family preservation work and Intensive Family Services within the Child and Family Support System.

*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:**

- 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 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 is required.
- Inter and intra-state travel may be required.

**Key Relationships/Interactions:**

- Supervisor (line manager)
- Regional Managers, IFS and SFS staff
- Manager, Clinical Practice and Practice Leads, IFS, SFS
- Manager, Aboriginal Practice, Aboriginal Cultural Lead and Aboriginal Cultural Consultants, IFS, SFS
- Government and non-government agencies including SA Health, Department of Child Protection, Department for Education, SAPOL, Aboriginal Community Controlled Organisations and other key stakeholders.

**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, 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. Understanding of the effects of child abuse, neglect and developmental trauma upon the health and wellbeing of infants, children and young people, and have the ability to assess and work with families experiencing vulnerability and low levels of safety using a case work approach to assess, plan, refer and support sustained intervention.

2. Ability to problem solve, resolve conflict and build rapport with children, their families, and local agencies by working in a flexible, resourceful and responsible manner, working both independently and collaboratively to achieve improved outcomes for families from diverse cultural backgrounds.
3. Ability to demonstrate interpersonal skills that can foster networking, consultation, and interaction with families across a broad cultural and socio-economic spectrum and professionals in a range of complex and sensitive situations.
4. Understanding of issues affecting Aboriginal communities and the ability to establish formal and informal networks and partnerships with Aboriginal people through kinship systems.
5. Understanding of child protection legislation, policies, procedures, the impact of trauma and the service opportunities available to children and families in crisis or at risk of entering the child protections system.
6. Ability to reflect on own practice, participate in case reviews, peer reviews, supervision and professional development activities, to develop effective case capabilities.
7. Good written and interpersonal communication skills that foster effective collaboration, the ability to manage competing priorities, contribute to a positive team culture and work effectively within a team.

## Qualifications:

**Essential:**

- An appropriate Social Work qualification from a recognised tertiary institution giving eligibility for full membership with 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 within the Department of Human Services.

| Key leadership competencies and expected behaviours at this classification: |
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| **Understands strategic direction**<br>☒ Understands the shared vision for the business unit (BU).<br>☒ Understands purpose and expectations, and strives to reach collective goals.<br>☒ Considers multiple perspectives and organisational context of their role.<br>☒ Maintains a continuous learning approach and adapts to changes.<br>☒ Solves ad hoc problems; evaluates alternative solutions and makes recommendations. |
| **Addresses clients' needs**<br>☒ Delivers results and improvements to meet agreed outcomes of their role.<br>☐ Positions own role and skill development to meet the needs of the team.<br>☐ Makes effective and well-informed decisions about routine issues affecting the team and individual role.<br>☒ Abides by the laws, regulations and policies that apply to their role.<br>☒ Holds self-accountable for achieving outcomes and communicates progress with manager.<br>☒ Monitors and acts on feedback to improve own performance.<br>☒ Builds technical knowledge in own role to support organisational objectives. |
| **Contributes to service delivery excellence**<br>☒ Takes accountability for delivering assigned objectives.<br>☐ Gathers and investigates information from diverse sources to keep abreast of new developments and changes in the SA public sector environment.<br>☐ Provides ongoing feedback to others.<br>☒ Seeks out and participates in learning opportunities that will help meet agreed performance standards.<br>☒ Strives to deliver excellent customer service by understanding needs.<br>☒ Manages time and other resources effectively. |
| **Engages in positive working relationships**<br>☒ Acts professionally within the boundaries of the organisation.<br>☒ Conveys facts, concepts and technical information adapting communication style to meet the audience.<br>☒ Listens to different ideas and discusses issues with consideration and care.<br>☒ Readily shares information and promotes a friendly, inclusive environment.<br>☒ Participates in professional networks and forums with team members, stakeholders and clients.<br>☒ Responds appropriately to others in an open and honest manner. |
| **Demonstrates personal drive and professionalism**<br>☒ Behaves consistently with the principles, values and ethics of the organisation.<br>☒ Acts confidently when providing advice and information; acknowledges mistakes and learns from them.<br>☒ Remains positive and focused on achieving objectives in difficult circumstances.<br>☒ Seeks opportunities to build knowledge, skills and self-awareness.<br>☒ Understands, values and responds to diversity, and treats people with respect.<br>☒ Looks after own health, safety and wellbeing, and raises concerns where necessary. |

| Approval: | | |
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| Assessed by: Tania Heames-Robson, HR Business Partner |  | Date: 25/07/23 |
| Approved by: Kerry Beck, Director Safer Family Services |  | Date: 25 / 07 /23 |