

Role Description

OFFICIAL



Government of
South Australia



human
services

Role title:	Classification:
Practice Lead	AHP4
Division/Business unit:	Reports to:
Community and Family Services/Safer Family Services	General Manager, Intensive Family Services

Role purpose:

The SA Government has committed to reforming the child protection system in South Australia. The Department of 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.

The Practice Lead is a role within SFS and is accountable to the General Manager for:

- Providing practice leadership across SFS, sharing expert practice knowledge to drive practice excellence and improve outcomes for infants, children, young people, and their families.
- Working closely with Regional Managers and Supervisors to monitor practice quality, identify practice issues and develop and implement quality improvement strategies.
- Providing clinical consultation on cases, and clinical direction and escalation to leadership on sensitive and/or high-risk matters.
- Providing clinical supervision to AHP3 Supervisors with a focus on reflective practice and educative support to lead a culture of continuous improvement to deliver effective responses to complex and high-risk child safety matters.

Key outcomes and accountabilities:

1. Provide practice leadership and drive practice excellence through consultation, mentoring, educating and modelling best-practice standards.
2. Identify skill and knowledge gaps in staff and lead strategic projects to build practice capability within regions and across SFS.
3. Provide a high level of clinical knowledge, expertise and advice related to working with children and families with child protection concerns in the development of policy and programs within SFS and DHS.
4. Lead service improvement including the development, implementation, monitoring and review of professional practice standards and service models across SFS.
5. Apply professional knowledge and professional judgment in the selection and adaptation of evidence informed interventions in relation to cases of exceptional risk and or complexity
6. Provide leadership in discipline-specific and multi-professional research, service development, innovative practices and initiatives, through research data analysis, evaluation of services and development of recommendations to assist management decision making.

Key outcomes and accountabilities:

7. Participate as part of a collaborative and collegiate team of Practice Leaders across SFS who work together to drive practice excellence across the organisation.
8. Take a progressive approach to identifying training and learning opportunities to increase own knowledge in subjects that impact the children and families we support.

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:

- The 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 employment.
- Successful applicant will be required to satisfactorily complete and hold a 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 as required.
- The incumbent will 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:

- General Manager, Intensive Family Services (line manager)
- Director, Safer Family Services
- Key staff across the Safer Family Services
- Key staff across the Department of Education (EDU), DPC and SA Health and Wellbeing Local Health Networks
- Government and non-government agencies
- Professional associations and other relevant bodies
- Relevant Authorities

Budget/Delegations:

No budget or HR 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. Significant experience in providing high quality evidence based, accountable and ethically sound social work practice to infants, children and young people, and their families.
2. 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 agency, including in situations requiring conflict resolution.
3. Proven ability to provide conceptual and strategic evidence-based advice and consultancy to manage critical issues.
4. Demonstrate knowledge and experience to understand and evaluate the factors that contribute to client/family risk and develop actions plans to reduce or eliminate risks.
5. Proven ability to provide strategic direction and influential leadership to others to achieve outcomes, including engaging and motivating staff to achieve practice excellence, providing reflective supervision, and building relationships with other professionals/networks to develop and implement evidence-based strategies.
6. Demonstrate knowledge of child protection legislation, policies and procedures, the impact of trauma and the service opportunities available from other agencies.
7. 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 degree or equivalent which gives eligibility for full membership of the Australian Association of Social Workers.
- 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.

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: Tania Heames-Robson, HR Business Partner	<i>T Heames-Robson</i>	Date: 14/11/2022
Approved by: Ginny Cisneros, A/Director Safer Family Services	<i>GCisneros</i>	Date: 14/11/2022