

Department for Child Protection

ROLE TITLE:	Senior Aboriginal Family Practitioner	DIVISION:	Service Delivery and Practice
CLASSIFICATION:	AHP2	DIRECTORATE:	Multiple
POSITION NO:	Various	BUSINESS UNIT:	DCP Offices
DATE REVIEWED:	October 2019	FTE:	1.0
REPORTS TO:	Supervisor	ROLES REPORTING TO THIS ROLE:	Nil

ROLE PURPOSE:

The Senior Aboriginal Family Practitioner is a role within Department for Child Protection (DCP) and is accountable to the Supervisor for facilitating the implementation of a sustainable integrated model of service delivery for the Aboriginal families. This includes investigating, consulting and developing creative and culturally appropriate methods of engaging with and supporting families with high and complex needs. The role is responsible for providing mentoring, education, consultation and support for staff and contributing to the research, development and implementation of holistic, innovative and culturally based service that provide specialised care.

KEY OUTCOMES:

1. Facilitate the implementation of a sustainable integrated model of service delivery for Aboriginal families which provides support, advocacy and direct intervention for a range of complex issues and develop preventative strategies and pathways.
2. Undertake an intensive and flexible approach to case management.
3. Facilitate case meetings with the family and appropriate members of the extended family using a culturally appropriate model to identify problems and concerns to promote independence.
4. Assist families to resolve family and personal difficulties by using specialised knowledge and skills which promote dignity and family decision making processes.
5. Identify opportunities to develop Aboriginal families, children and young people's participation through consultation in a holistic manner where possible.
6. Involve Government and Non-Government agencies and support services to be part of a service delivery model.
7. Take a lead role in liaising with other agencies to develop creative and culturally appropriate partnerships with families with high complex needs.
8. Develop regular project briefs and outlines to steering committee/reference group.
9. Participate in quality improvement and evaluation activities relevant to the service model.
10. Develop new techniques and methodologies.
11. Establish broad networks and positive relationships that result in confidence and consistency in service delivery for the victims of domestic violence, mental health and/or drug and alcohol issues.
12. Maintain appropriate information management systems for community programs and services.
13. Collect required data to evaluate the effectiveness of the structure and formulate recommendations related to the value of the project for the relevant client and community groups.
14. Participate in community, staff and other relevant agencies meetings and training.
15. Develop and maintain effective strategic partnerships with the Aboriginal community and other key stakeholders in order to maintain continuing quality outcomes for Aboriginal families and their children.
16. 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.
17. Contribute to maintaining a safe and healthy work environment by taking personal accountability by identifying and reporting incidents, hazards and injuries in accordance with DCP policy & procedure, and cooperating and complying with reasonable instructions of DCP line management and WHS Officers.

KEY RELATIONSHIPS/INTERACTIONS:

- Supervisor (direct line manager)
- Management and staff within the office and across Department for Child Protection
- Aboriginal Community
- Other government departments
- Relevant Non-Government organisations

QUALIFICATIONS:

Essential: A degree level qualification in Social Work 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 for Child Protection (DCP).



KEY SELECTION CRITERIA:

- Ability to identify trends and patterns in service delivery to Aboriginal clients and identify training needs of staff to improve services.
- Demonstrated high level written and verbal communication skills and work with people from diverse professional backgrounds and work as a member to provide a holistic standards professional service.
- Ability to identify potential risks and implement action plans to manage and minimise the risk.
- Demonstrated experience in Domestic violence, Mental Health or Drug and Alcohol issues.
- Demonstrate knowledge of the diversity of issues affecting Aboriginal People and Communities and the impact of equal opportunities policies and practices and multicultural and social justice issues on service delivery.
- Demonstrated ability to lead, develop and implement a service delivery model, including negotiate and communicate with Aboriginal and Torres Strait Islander people, children & young people, courts and non-government agencies and staff at all levels.
- Demonstrated knowledge and commitment to promoting and creating a safe and inclusive work environment.

CORE CAPABILITIES & EXPECTED BEHAVIOURS

Relating & Communicating

- Expresses facts and ideas both verbally and in writing in a clear, convincing and organised manner.
- Adapt communication style to build effective rapport both with clients and across teams.
- Develop team relationships and encourage active participation from all team members.
- Develop a clear understanding of issues from client's perspective.
- Deliver high quality solutions and accurate information to clients in a timely manner to build positive client relationships.

Working in Partnership

- Operate within and across relevant professional networks.
- Work closely with various specialists and take advice
- Work cohesively with other government/non-government agencies and community to promote positive outcomes for children and families.

Achieving Objectives

- Manage workload and changing priorities.
- Adjust activities/processes based on feedback.
- Ability to explore alternatives and positions to reach agreements and solutions that gain support and acceptance of all parties.
- Utilise Structured Decision Making © (SDM©) tools and relevant Department guidelines.

Respect and Cultural Support

- 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.
- Engage in practices that build and support a culturally competent workplace by utilising culturally relevant assessments, tools and resources, interventions and processes specific to your practice area.
- Be aware of Aboriginal cultural practices and/or differences and seek cultural consultation to promote inclusive practice.

PUBLIC SECTOR VALUES

✓ **Service:**

We proudly serve the community and Government of South Australia

✓ **Professionalism:**

We strive for excellence

✓ **Trust:**

We have confidence in the ability of others

✓ **Respect:**

We value every individual

✓ **Collaboration & Engagement:**

We create solutions together

✓ **Honesty & Integrity:**

We act truthfully, consistently and fairly

✓ **Courage & Tenacity:**

We never give up

✓ **Sustainability:**

We work to get the best results for the current and future generations of South Australians

CORPORATE RESPONSIBILITIES

- Keeping accurate and complete records of business activities in accordance with the State Records Act 1997.
- Maintaining a commitment to the Public Sector Act 2009, Ethical Conduct and the legislative requirements of the Public Sector Act 2009 and Work Health and Safety Act 2012.
- Supporting and advocating Equal Employment Opportunity (EEO) and diversity in the workplace in accordance with EEO legislation. In particular, maintaining a commitment to promote an inclusive workplace in support of Aboriginal and Torres Strait Islander people and other under-represented groups.
- Understand and follow the requirements of confidentiality within the Children and Young People (Safety) Act 2017 and relevant DCP policies and procedures to facilitate appropriate information sharing practice within the context of DCP.



Department for Child Protection

- Work effectively within a multidisciplinary team towards achieving the identified outcomes of the team and/or program.

Continuous Improvement

- Contribute innovative ideas to improve departmental processes and encourage others to contribute.
- Monitor data integrity and apply appropriate procedures for maintaining security and confidentiality.
- Engage in a continuous process of self-development, identifying and addressing learning and development needs to enhance own performance.

Personal Drive & Professionalism

- Evaluate personal progress and develop new approaches to increase knowledge base and skill sets.
- Take action when receiving feedback from others to improve strengths and development areas.
- Takes responsibility and ownership for own decisions, actions and results.
- Resilience; demonstrated ability to persist through difficult situations, bounce back and grow from adversity.

SPECIAL CONDITIONS

- The successful applicant is required to gain a Department of Human Services (DHS) working with children check (WWCC) prior to being employed which is required to be renewed every five years before expiry.
- The incumbent will be required to achieve performance targets as negotiated and mutually agreed with the Supervisor.
- Some intra/interstate travel (including in a small aircraft) including overnight stay may be required.
- Some out of hours and weekend work may be required.
- A current Australian driver's licence (P2 or above) and a willingness to drive is essential.
- Will be required to undertake physical aspects of child management including lifting and carrying babies or small children.
- May be required to perform duties in other locations/divisions/units dependent upon Departmental requirements.
- The incumbent will be required to undertake Child Safe Environments – Reporting Child Abuse and Neglect and other mandatory training as required.
- Australian residency or current works permit is required (responsibility of applicant to provide evidence of a current work permit).
- *Pursuant to Senior 56(2) of the Equal Opportunity Act, 1984 only people of Aboriginal and Torres Strait Island Descent may apply for this role.*

Approved date: 29 November 2019

