

# Department for Child Protection

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

## ROLE PURPOSE:

The Senior Practitioner is a role within the Department for Child protection (DCP) and is accountable to the Supervisor for enhancing Social Worker capacity and principles of social work practice by providing support and practice expertise, fostering good working and reporting relationships whilst providing consultation, advice and training to DCP, Government and non-government agencies and workers, including practice development of workers and quality assurance through providing advice on improvements to service delivery. The role is responsible for promoting the programs of the department and assisting in the further development of social work knowledge and practice.

## KEY OUTCOMES:

1. Contribute to the development of technical competence of Social Workers.
2. Consult with Social Workers, Psychologists, Principal Social Workers, Principal Aboriginal Consultants, Aboriginal Family Practitioners and Supervisors regarding professional practice and cultural issues, departmental policies, procedures, legislation and staff development needs.
3. Assist Social Workers in planning and preparing of difficult case conferences, assessment panels, court hearings and reports.
4. Provide mentoring and coaching to Social Workers and Aboriginal Family Practitioners to enable the development and cultural inclusiveness of quality practice.
5. Chair selected case conferences, assessment panel meetings and prepare reports when appropriate.
6. Provide professional guidance/direction on very complex cases.
7. Be an expert witness in case management practice, this may include court attendance.
8. Provide employees with guidance and insight in how to undertake sound case management practice.
9. Participate in, promote and monitor quality-auditing practices in locations.
10. Contribute to the development and delivery of workplace learning and development opportunities.
11. Undertake regular reviews of cases to ensure that effective plans are in place and appropriate case management is occurring.
12. Utilise the Solution Based Casework approach and evidence based research to inform sound case management and culturally inclusive practice.
13. Monitor the progress of plans and make recommendations to amend the plan as necessary in light of changed knowledge and circumstances.
14. Prepare reports for Principal Aboriginal Consultants, supervisors and managers on file audits, which include recommendations on case direction.
15. Research new techniques and methodologies which support social and cultural work practice and suggest changes to work practice.
16. Contribute to policy and research by actively fostering and participating in policy development on welfare issues.
17. Create/support systems which enable the office to track timelines for visits, reviews etc.
18. 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 (line manager)
- Principal Social Workers (professional development)
- Senior Managers, Principal Consultants across DCP
- Other business units within the Department for Child Protection
- Other government and 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:**

- Demonstrated ability to develop and maintain strong working relationships with people both within government, non-government sector and community.
- Experience in reviewing cases and providing reports which include status updates and recommendations for improvements.
- Demonstrate knowledge of the Children’s Protection Act, Young Offenders Act and social work / case management theories and methodologies.
- Experience in providing sound and practical advice on professional social work / case management matters through and to contribute to the team’s professional development.
- Demonstrate ability to analyse problems, initiate constructive discussion and debate and to assess and differentiate between actual and desirable outcomes.
- Ability to develop workers skill and competency and to apply Social Work / Case Manager Methodologies into their practice approach, to facilitate critical thinking and reflective practice.
- Demonstrated knowledge and commitment to promoting and creating a safe and inclusive work environment.

CORE CAPABILITIES & EXPECTED BEHAVIOURS		PUBLIC SECTOR VALUES	
<p><b>Relating &amp; Communicating</b></p> <ul style="list-style-type: none"> <li>• Expresses facts and ideas both verbally and in writing in a clear, convincing and organised manner.</li> <li>• Adapt communication style to build effective rapport both with clients and across teams.</li> <li>• Develop team relationships and encourage active participation from all team members.</li> <li>• Develop a clear understanding of issues from client’s perspective.</li> <li>• Deliver high quality solutions and accurate information to clients in a timely manner to build positive client relationships.</li> </ul>	<p><b>Achieving Objectives</b></p> <ul style="list-style-type: none"> <li>• Manage workload and changing priorities.</li> <li>• Adjust activities/processes based on feedback.</li> <li>• Ability to explore alternatives and positions to reach agreements and solutions that gain support and acceptance of all parties.</li> <li>• Utilise Structured Decision Making © (SDM©) tools and relevant Department guidelines.</li> </ul>	<ul style="list-style-type: none"> <li>✓ <b>Service:</b> <i>We proudly serve the community and Government of South Australia</i></li> <li>✓ <b>Professionalism:</b> <i>We strive for excellence</i></li> <li>✓ <b>Trust:</b> <i>We have confidence in the ability of others</i></li> <li>✓ <b>Respect:</b> <i>We value every individual</i></li> </ul>	<ul style="list-style-type: none"> <li>✓ <b>Collaboration &amp; Engagement:</b> <i>We create solutions together</i></li> <li>✓ <b>Honesty &amp; Integrity:</b> <i>We act truthfully, consistently and fairly</i></li> <li>✓ <b>Courage &amp; Tenacity:</b> <i>We never give up</i></li> <li>✓ <b>Sustainability:</b> <i>We work to get the best results for the current and future generations of South Australians</i></li> </ul>
<p><b>Working in Partnership</b></p> <ul style="list-style-type: none"> <li>• Operate within and across relevant professional networks.</li> <li>• Work closely with various specialists and take advice</li> <li>• Work cohesively with other government/non-government agencies and community to promote positive outcomes for children and families.</li> <li>• Work effectively within a multidisciplinary team towards achieving the identified outcomes of the team and/or program.</li> </ul>		<p><b>Respect and Cultural Support</b></p> <ul style="list-style-type: none"> <li>• 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.</li> <li>• 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.</li> <li>• Be aware of Aboriginal cultural practices and/or differences and seek cultural consultation to promote inclusive practice.</li> </ul>	
<b>CORPORATE RESPONSIBILITIES</b>			
<ul style="list-style-type: none"> <li>• Maintain accurate and complete records in accordance with the State Records Act 1997 and departmental policies, procedures and practice guidance.</li> <li>• Understand and follow the requirements of confidentiality within the Children and Young People (Safety) Act 2017, and whole of government and DCP policies, procedures and practice guidance to facilitate appropriate standards of confidentiality and information sharing practice.</li> <li>• Actively participate in performance development processes.</li> <li>• Comply with reporting obligations arising from legislation, professional conduct standards including the Code of Ethics for the South Australian Public Sector, and departmental policies, procedures and practice guidance.</li> <li>• Undertake mandatory training activities as specified with the DCP Mandatory Training Procedure.</li> <li>• Actively contribute to Reconciliation, and to the aims and objectives of the Aboriginal &amp; Torres Strait Islander Child Placement Principle.</li> <li>• Demonstrate a commitment to preventing gendered violence against women consistent with DCP’s status as a White Ribbon Accredited Workplace.</li> <li>• Actively support DCP’s commitment to ensuring a workplace culture that is respectful, safe and inclusive where our employees are free from discrimination and are recognised for the individual</li> </ul>			

# Department for Child Protection

## 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.

and collective skills and perspectives that they bring by virtue of culture, race, gender, disability, age, sexual orientation, gender identity, intersex status and other differences.

- Act at all times in accordance with the Code of Ethics for the South Australian Public Sector and legislative requirements including (but not limited to) the Public Sector Act 2009 and Work Health and Safety Act 2012.

## **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 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.
- Some intra/interstate travel (including in a small aircraft) including overnight stay may be required.
- May be required to perform duties in other locations/divisions/units dependent upon Departmental requirements.
- The incumbent will be required to undertake training in Child Safe Environments – Reporting Child Abuse and Neglect.
- Australian residency or current works permit is required (responsibility of applicant to provide evidence of a current work permit).

## **Remote Far North locations**

- Require to undertake 4wd training and be confident to travel dirt roads/long distances in terrain that is very remote.
- Required to fly on rotational roster, 8 days on and 6 days off, to APY Lands – Umuwa Base.



- Supervisor and team required to live in shared accommodation.
- A current remote first aid certificate is essential.
- Intrastate travel in a small aircraft on a regular basis will be required.

#### **Call Centre**

- The DCP Call Centre operates on a 24 hour shift work basis and as such regular out of hours work and attendance at nights, evenings and weekends on a rotating shift basis is required and will be required to regularly be on call and work autonomously.

**Approval Date: 29 November 2019**

