

# Role Description



<b>Role title:</b>	<b>Classification:</b>
Adult Safeguarding Practitioner	AHP2
<b>Division/Business unit:</b>	<b>Reports to:</b>
Office for Ageing Well / Adult Safeguarding Unit	Senior Adult Safeguarding Practitioner

## Role purpose:

The Adult Safeguarding Practitioner is a role within the Office for Ageing Well and is accountable to the Senior Adult Safeguarding Practitioner for:

- Undertaking comprehensive assessments and providing service and case coordination to ensure that the rights and freedoms of vulnerable adults are upheld.
- Contribute to stakeholder engagement with key representatives from across government and non-government sector to support the development and implementation of the Adult Safeguarding Unit (ASU) agreed outcomes and deliverables.

## Key outcomes and accountabilities:

1. Respond to reports of abuse to vulnerable adults by undertaking comprehensive assessments and provision of case coordination, including referrals and collaborating with other agencies within a rights-based framework.
2. Appropriately document assessments, investigations, information sharing and safeguarding plans in line with legislative requirements and Adult Safeguarding Unit policies, procedures and professional codes of practice.
3. Identify issues and plan and coordinate responses regarding vulnerable adults including providing advice, support, referrals and taking of reports of abuse.
4. Ensure that assessments, case coordination and referral processes are inclusive of Aboriginal people, people from culturally and linguistically diverse backgrounds and people with disability-related needs.
5. Develop and maintain personal and professional skills including participating in quality and service improvement activities.
6. Provide clinical expertise, education, information, advice and support to community members, internal, and external stakeholders.

*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:

- 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.
- Must 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.

**Key Relationships/Interactions:**

- Senior Adult Safeguarding Practitioner (line manager)
- Adult Safeguarding Unit staff
- Office for Ageing Well staff
- Consumer and Sector Peak Bodies
- Service Providers across relevant sectors
- Aboriginal, and culturally and linguistically diverse organisations
- Staff in other State and Commonwealth government departments

**Budget/Delegations:**

No budget or 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, 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. **Communication** - High level interpersonal skills including written and verbal communication, problem solving, conflict resolution and negotiation skills and the ability to manage competing priorities.
2. **Practice Experience** - Demonstrated ability to undertake a range of interventions, including psychosocial assessment, advocacy, therapeutic support, and case management/care coordination.
3. **Professional Standards** - Proven ability to apply a high level of professional accountability, integrity, ethical standards and decision making, and to be self-aware and positive when faced with difficult clinical and interpersonal situations.
4. **Decision-Making** - Demonstrated ability to use professional judgement in clinical decision making, which contributes to the development of new and innovative service responses to meet the diverse needs of vulnerable adults experiencing abuse seeking the support of the Adult Safeguarding Unit.
5. **Case Coordination** - Demonstrated experience in effective case coordination associated with vulnerable adults.
6. **Community Practice Knowledge Base** - Demonstrated knowledge of community resources and practices, legislation, policies and procedures within ageing, disability, mental health and/or related fields.

7. **Social Services Experience** - Demonstrated experience in working with older people, people living with a disability, and/or adults living with mental illness from Culturally and Linguistically diverse backgrounds, or who identify as Aboriginal and Torres Strait Islanders.

**Qualifications:**

**Essential:**

- Appropriate degree or equivalent qualification in an Allied Health discipline, which gives eligibility for full membership of or registration with the relevant professional body as outlined in Commissioner's Determination 5: Classification and Remuneration – Attachment 1 Minimum Qualifications.

**Desirable:**

- A minimum of 3 years post registration experience.
- Qualifications in and/or experience in ageing, mental health or disability and other relevant practices.

**Key leadership competencies and expected behaviours at this classification:**

**Supports and implements strategic direction**

- Understands the big picture and contributes to the development of strategic direction for the BU.
- Assumes ownership of team goals and business objectives.
- Works with a whole-of-government mindset and aligns objectives with organisational priorities.
- Look for opportunities to initiate continuous improvement. Communicates effectively in times of uncertainty.
- Identifies and analyses complex problems relating to the team’s work objectives.

**Achieves and monitors own results**

- Delivers results and improvements to meet team objectives.
- Evaluates existing systems and resources, and identifies opportunities for development and improvement.
- Makes decisions and manages risks affecting the team and individual role, even in ambiguous situations.
- Abides by the laws, regulations and policies determining team and individual role activities.
- Holds self and others accountable for reaching team outcomes, and escalates issues where necessary.
- Monitors team/project performance and seeks feedback to guide improvements.
- Develops job-specific expertise and builds on the knowledge and skills of self and others to achieve objectives.

**Enhances service delivery excellence**

- Adds value to the BU by setting, reaching and encouraging high performance standards.
- Identifies and raises awareness of trends, potential problems and opportunities to meet the current and future needs of the business.
- Provides others with ongoing feedback and coaching for development.
- Identifies learning opportunities and encourages innovation and resourcefulness to meeting team performance standards.
- Embeds a strong customer service ethos by understanding needs.
- Effectively manages resources to meet competing and complex demands.


**Cultivates productive working relationships**

- Seeks to understand the perspectives of others and the implication in the wider public sector.
- Tailors approach to the audience or situation to ensure information is understood and key actions are agreed upon
- Constructively manages and resolves conflict by identifying boundaries and appropriate workarounds.
- Genuinely values the input, expertise and experience of others; promotes information sharing to gain new insights and deliver outcomes.
- Engages in strategic relationships with internal and external stakeholders.
- Is sensitive towards diverse agendas, concerns, interests and views and can adapt approach accordingly

**Exhibits personal drive and professionalism**

- Acts with integrity and promotes consistency among principles, organisational values and ethical behaviour.
- Displays belief in own strengths and abilities; challenges issues constructively and acknowledges mistakes.
- Adapts effectively to changing priorities and work demands, responding in a controlled manner.
- Self-evaluates performance, seeking feedback from others; recognises how behaviour impacts others.
- Promotes a culture that values respect and diversity within the team, and models this in all interactions.
- Ensures a focus on wellbeing and safety for self and others, and raises concerns where necessary.

**Approval:**

Assessed by: James Johnson, Human Resources Business Partner		Date: 14/10/2024
Approved by: Kirsty Delguste, Executive Director, Office for Ageing Well		Date: 10/10/2024