

Support Worker

Department for Child Protection

Nurturing happy, healthy kids so they can grow up safe and reach their full potential.

CLASSIFICATION:	CPW2	DIRECTORATE:	Multiple
REPORTS TO:	Supervisor	FTE:	1.0
ROLES REPORTING TO THIS ROLE:	Nil		

ABOUT THIS ROLE:

The Support Worker is a role within Department for Child Protection (DCP) and is accountable to the Supervisor for maintaining and enhancing positive relationships between children and their birth families and assisting the Social Worker to provide an efficient client service.

YOU WILL BE ADDING VALUE BY:

1. Sensitively handle requests for assistance by clients who may be emotionally upset and have challenging behaviour over the telephone, undertake research and prepare appropriate responses.
2. Assessing client needs and facilitating timely access to services through accurate referral to Social Workers, departmental staff, or external agencies, in collaboration with team members
3. Liaise and assist to link families within relevant government, non-government and community organisations and agencies, and organise suitable events for children, young people and families in relation to either general or specific activities.
4. Assist in researching, and collecting information about appropriate programs or activities, and in assessing parenting skills.
5. Assist with the development and review of intervention, access and family care plans in relation to access supervision.
6. Attend regular case discussions with the DCP workers, supervisor and other parties as required and provide an administrative support service to the team including financial services, facilities management and information systems and technology.
7. Facilitate opportunities for children and young people under the Guardianship of the Minister to build healthy identities by initiating and developing appropriate support materials.
8. Assist the Business Manager with Work Healthy and Safety requirements by an agreed date, and make sure policies and procedures are updated and maintained.
9. Arrange servicing and appropriate maintenance of fleet vehicles in line with agency policies, and maintain office equipment, stationary and office systems.
10. Purchase Birthday/Christmas presents and assist with shopping items for children under the Guardianship of the Minister.
11. Undertake child and family support and assist with programs and activities with cultural awareness and sensitivity.
12. Any other responsibilities in line with the classification level of the role as assigned by the Supervisor, Placement Services and/or the Department. The responsibilities as specified above may be altered in accordance with the changing requirements of the role.
13. 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.



WHO YOU WILL WORK WITH:

Internal

- Supervisor, DCP
- Office team members, including the Business Manager
- DCP staff

External

- Volunteers and carers
- Other government and non-government organisations

QUALIFICATIONS

Essential:

- A current Australian driver’s licence (P2 or above) and a willingness to drive is essential

Desirable:

- NIL

YOUR CAPABILITIES:

- High level interpersonal skills and the ability to communicate effectively both verbally and in writing with people from diverse professional backgrounds, and work as a team member to provide holistic standards of professional service
- Ability to clarify situations, act impartially and use influence, negotiation and persuasion to effectively mediate conflicts and devise workable solutions.
- Ability to develop a network of support/community services for clients and inform clients of community service providers.
- Experience taking prompt action to solve problems, act decisively on own judgement and look to go beyond job requirements to achieve objectives.
- Demonstrated knowledge of child development, positive parenting programs and techniques, household management and personal development, and understanding of a range of issues (e.g. multi-cultural, drug, alcohol and mental health) impacting on relationships between children, young people and their families.
- Demonstrated knowledge and commitment to promoting and creating a safe and inclusive work environment

OUR COLLECTIVE RESPONSIBILITIES

SPECIAL CONDITIONS

- Maintain accurate and complete records in accordance with the *State Records Act 1997* and departmental policies, procedures and practice guidance.
- 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.
- Actively participate in performance development processes.
- 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.
- Undertake mandatory training activities as specified with the DCP Mandatory Training Procedure.
- Actively contribute to Reconciliation, and to the aims and objectives of the Aboriginal & Torres Strait Islander Child Placement Principle.

- You must have, or gain, a current Department of Human Services working with children check prior to being employed and renew this every five years before expiry.
- You must be an Australian resident or provide evidence that you have a current work permit.
- You will need to undertake training in Child Safe Environments – Reporting Child Abuse and Neglect and other mandatory training as required.
- The incumbent will be required to achieve performance targets as negotiated and mutually agreed with the [Line Manager title].
- You may be required to perform duties in other locations/divisions/units dependent upon Departmental requirements.
- Some out of hours work may be required.
- Some intra/interstate travel (including in a small aircraft) including overnight stay may be required.
- Will be required to undertake physical aspects of child management including lifting and carrying babies or small children



- Demonstrate a commitment to preventing gendered violence against women consistent with DCP's status as a White Ribbon Accredited Workplace.
- Maintain the Program Standards of White Ribbon Reaccreditation.
- 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 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*.

- A current Australian driver's licence (P2 or above) and a willingness to drive is essential.

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.



YOU WILL CONTRIBUTE TO



OUR VISION is for all children and young people to grow up safe, healthy, connected and feeling loved so they reach their full potential.



OUR PURPOSE: The Department for Child Protection protects, cares for and empowers children and young people at risk and in care. We do this by working together with our key partners to respond to abuse and neglect, keep children and young people safe from further harm, help them heal from trauma and reach their full potential.



Leaders in practice excellence

Staff in all parts of child protection develop and use best practice in their work to deliver improved outcomes for children, young people, carers, and families.



Closing the Gap

We commit to a transformed child protection system that makes active efforts and where Aboriginal people and communities are empowered to lead decision making about the care and wellbeing of Aboriginal children and young people.



A child protection system that meets the needs of children and young people

We commission and deliver services based on a deep understanding of the needs of children and young people in care and our aspirations for them to heal from trauma and reach their full potential.



A thriving workforce

We are future focused in our workforce strategy, supporting and valuing our staff, proactively recruiting, and establishing sustainable systems, processes and workplaces that enable us to be highly effective.



Active and collaborative partnerships

We work together with our service partners and alongside the community to improve outcomes for children, young people, carers, and families.



Working alongside carers

We respect and value carers as vital partners in keeping children and young people safe and well.



Quality services and safeguarding

We are accountable and transparent, and pursue continuous improvements to promote the safety and wellbeing of children and young people throughout the services we fund and provide.

CERTIFIED CORRECT: 02/04/2026



Government of South Australia
Department for Child Protection