

Job and Person Specification

Title of Role:	Delegate, Guardianship Services	Classification:	AHP2
Business Unit:	Office of the Public Advocate	Division:	Policy and Community

Primary Purpose

The primary purpose of the Delegate, Guardianship Services is to assist the Public Advocate to meet their legislative responsibilities and obligations to adults who require support with decision-making under the *Guardian and Administration Act 1993 (the Act)*. The Delegate, Guardianship Services ensures that decision-making for protected persons with Guardianship Orders appointing the Public Advocate align with Section 5 Principles under the Act.

Job Environment

The Delegate, Guardianship Services works within the Office of the Public Advocate (OPA), an independent statutory office that promotes and protects the rights and autonomy of adults who may require support with decision-making. The role operates within a human-rights-based and legislative framework, including the *Guardianship and Administration Act 1993*, *Advance Care Directives Act 2013*, *Consent to Medical Treatment and Palliative Care Act 1995*, National Standards for Public Guardianship (Australian Guardianship and Administration Council), and the United Nations Convention of the Rights of Persons with Disability.

The AHP2 Delegate, Guardianship Services undertakes complex professional tasks with increasing independence, applying specialised knowledge and sound judgement to statutory decisions involving vulnerability, risk and ambiguous information. The role manages a varied caseload of protected persons and focuses on balancing the autonomy, safety and least-restrictive practice for those with Guardianship Orders appointing the Public Advocate.

The Delegate, Guardianship Services also provides professional guidance to AHP1 staff and Guardianship Liaison Officers, supporting consistent, lawful and person-centred decision-making. This position contributes to the Public Advocate's statutory mandate and strengthens guardianship practice across the organisation.

Reporting Relationships

- *Team Leader Guardianship Services*

Key Relationships/Interactions

- Public Advocate
- Assistant Public Advocate
- Office of the Public Advocate (OPA) Leadership Team
- Dispute Resolution Services Team
- OPA Delegates, Guardianship Services
- Customer Service Team
- South Australian Civil and Administrative Tribunal (SACAT)
- Executive of the Attorney-General's Department
- Attorney-General's Department
- Other Government and on-Government Agencies (including Advocacy Groups)
- Community Members
- Person with a mental incapacity, their family and carers

Key Challenges

- Managing competing priorities within own caseload and operational responsibilities in a dynamic and demanding work environment
- Assessing, prioritising, allocating and overseeing statutory guardianship practice
- Upholding the rights of vulnerable adults and making least restrictive interventions whilst also ensuring their proper care and protection



Special Employment Conditions

- Some out of hours work and intra/interstate travel will be required
- Participation in after hours on-call roster (during day and overnight and/or weekend).
- Driver's license strongly preferred

AGD Conditions

- Effectively embed AGD People and Leadership Expectations into all actions, activities and work processes
- Participate in bi-annual Performance Development Plan (PDP)
- Proactively seek learning opportunities, including in the timely completion of all mandatory training requirements
- Comply with the Code of Ethics for the South Australian Public Sector, relevant legislation and AGD policies and procedures
- Employment is dependent upon a compliant National Police Certificate that the AGD finds satisfactory.

Diversity

The Attorney-General's Department values workplace diversity and is committed to providing an inclusive work environment where employees feel respected, valued and empowered to be themselves, we are also committed to reconciliation and strongly value First Nation's perspectives in the community and workplace.

Flexible Working Arrangement Options

The South Australian public sector promotes diversity and flexible ways of working including part-time. You are encouraged to discuss the flexible working arrangements for this role. Flexible working arrangement options for this role may include:

- Flexitime
- Part-time
- Job Sharing
- Compressed weeks
- Work from home arrangements

Responsibilities

This Job and Person Specification provides an indication of the type of duties you will be engaged to perform. You may be lawfully directed to perform any duties that a person with your qualifications, skills and abilities would reasonably be expected to perform. The Delegate, Guardianship Services is responsible for:

Key Responsibilities	Specified Duties	Performance Indicator/Measurement
Guardianship and Advocacy	• Decision making in accordance with the principles within the <i>Guardianship and Administration Act 1993</i> • Consult with protected person, family and other interested parties and stakeholders to ensure clear understanding of the persons past and present wishes • Write timely and accurate case notes, reports including decision making documents, reports under section 57 and section 28 of the GAA Act • Attend SACAT hearings to provide opinion about the need for orders and appropriateness of appointing the Public Advocate as Guardian of last resort • Consult with Team Leader, Guardianship Services where decisions are assessed with a high level of risk • Undertake investigations as directed by SACAT • Consult with Team Leader, Guardianship Services where decision is assessed with a high level of risk. • Monitor cases with a view to revocation when guardianship is no longer appropriate	• Principles of legislation reflected in practice, written reports and documentation • Case notes are up to date, clear and reflective of decision-making principles • Decision making documents and reports are completed on time • Complex and situations considered high risk are escalated in a timely and appropriate manner to the Team Leader,



Key Responsibilities	Specified Duties	Performance Indicator/Measurement
	- Transfer clients to monitoring status when stabilised - Regularly review cases when in monitoring status	Guardianship Services. - Investigation timeframes met - Sound decisions made - Adherence to OPA policy and practice - Matters are referred to SACAT for revocation - Workflow targets and transfers met. - Case Reviews completed
Contribute to the provision of information and education	- Contribute to the provision of comprehensive, accurate and timely information and advice on the <i>Mental Health Act Guardianship & Administration Act</i> and the <i>Consent to Medical Treatment and Palliative Care Act</i> - Contribute to the development and delivery of information workshops relating to the roles and responsibilities of guardians - Promote family and community responsibility in responding to the needs of people with mental incapacity - Continue to the preparation and delivery of presentations and information resources for a diverse range of professionals and community members	- Timely and accurate - Information provided to internal and external stakeholders - Enquiries responded to within established time frames - Internal feedback - Information presentations prepared and delivered to diverse audiences - Stakeholder engagement and feedback - Internal Review of information
Contribute to the efficient operation of OPA	- Participate in business and strategic planning through attendance at planning days and relevant meetings. - Regularly review of cases with a view to recommending revocation to SACAT or transfer to monitoring team. - Undertake project duties as required	- Correspondence and other documents are accurate and tailored to the appropriate audience. - Compliance Timeframes met. - Provide accurate and timely advice. - Comply with administrative and practise guidelines (i.e.case load reviews, risk assessment forms).

Key Responsibilities	Specified Duties	Performance Indicator/Measurement
Drive Culture	• Role model constructive behaviours in line with AGD's leadership expectations of self-awareness, building trust, and building teams. • Actively seek feedback and engage in critical self-reflection. • Establish and maintain effective relationships with employees including being approachable, providing role clarity, guidance on work-related matters and managing conflict where necessary. • Proactively build the capability of employees by supporting learning opportunities and providing regular feedback on performance. • Proactively manage operational leadership requirements such as leave requests, timewise entries and conduct recruitment processes where necessary. • Identify and undertake personal professional development in the area of leadership. • Proactively safeguard the health and wellbeing of staff by ensuring safe work practices are undertaken by self and others in the workplace. • Embrace and encourage diversity and cultural differences in the workplace.	• Feedback on performance from direct reports, peers and leaders is positive. • Regular one on one meetings with direct reports are conducted. • Performance issues, both technical and behavioural, are addressed in a timely and effective manner. • Professional Development Plans for direct reports are completed in a timely fashion. • Regular leadership development is undertaken. • Proactive measures are undertaken to adhere to and prevent injuries. • Work practices are safe and Work Health and Safety legislation, policies and procedures are implemented. • Individual differences are encouraged and accommodated in the workplace.

Capabilities relevant to the role
(Qualifications, Skills, Knowledge and Experience)

Essential	• Tertiary qualification in within the allied health practitioner stream. • Demonstrated ability to contribute to / develop a constructive workplace culture. • Sound / High level interpersonal skills and ability to establish and maintain productive working relationships with colleagues and other relevant stakeholders. • Proven capacity to contribute to, and actively foster, a constructive, inclusive and values-based workplace culture. • Experience responding to and managing complex, sensitive matters involving vulnerable adults. • Experience working effectively in environments characterised by high-level conflict, competing viewpoints or heightened emotion.
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	• Demonstrated ability to work collaboratively across multiple systems, services and professional settings. • Strong written communication skills, including experience preparing quality reports.
Desirable	• Demonstrated ability to work in a human rights framework. • Knowledge of <i>the Guardianship and Administration Act 1993</i>; the <i>Advance Care Directives Act 2013</i>, the <i>Consent to Medical Treatment and Palliative Care Act 1995</i>; the <i>Mental Health Act 2009</i> & the <i>South Australian Civil and Administrative Tribunal Act 2013</i>

Behavioural Capabilities and AGD People Expectations

The AGD Performance Matrix describes the behaviours expected of AGD employees across various levels in the Department. All employees are expected to behave in accordance with the AGD People Expectations of being self-aware, building trust and building teams. Descriptors below detail the behavioural capabilities required for performance in the Delegate, Guardianship Services.

KEY behaviours for this role are listed with the critical behaviours highlighted in **bold**. This broader group of behaviours are applicable to your ongoing success in the role.

	Strategic Focus	Results Orientation	Service Delivery Excellence	Relationship Management	Professional Approach and Drive
Strategic	Shapes Strategic Thinking and Change	Achieves Organisational Results	Drives Business Excellence	Forges Relationships and Engages Others	Exemplifies Personal Drive and Professionalism
Tactical	Promotes Strategic Thinking and Change	Achieves Team Results	Delivers Business Excellence	Establish Relationships and Engages Others	Models Personal Drive and Professionalism
Operational	Supports Strategic Direction	Achieves and Monitors Own Results	Supports Service Delivery Excellence	Fosters Working Relationships	Supports Personal Drive and Professionalism
Foundational	Understands the Strategic Direction	Achieves Individual Results	Contributes to Service Delivery Excellence	Maintains Working Relationships	Demonstrates Personal Drive and Professionalism

Element	Behaviours
Support Strategic Direction	• Supports strategic direction and plans • Communicates plans in practical terms to others • Identifies and manages risk as appropriate and escalates as necessary • Is sensitive to political drivers influencing priorities and decisions • Actively participates in business planning • Contributes to the drive for change and innovation • Adapts quickly to changing and emerging priorities
Achieves Team Results	• Provides clear direction on how to achieve outcomes • Develops plans with clear outcomes and supports others to achieve these • Is accountable for the delivery of quality, timely and cost effective results • Critically evaluates the problem in its entirety before identifying and implementing best possible solution • Confidently makes decisions showing good judgement • Effectively prioritises and re-negotiates tasks as needed • Reviews performance and seeks opportunities to implement continuous improvement
Supports Service Delivery Excellence	• Identifies and raises awareness of trends, potential problems and opportunities • Uses capability and expertise of the workgroup to achieve outcomes • Identifies and delivers high quality internal and external customer service • Utilises available internal and external resources for optimal outcomes. • Contributes to a culture of financial responsibility, accountability and awareness • Translates performance requirements into achievable outcomes. • Effectively manages their own performance, managing (or influencing) the wider team performance



	Provides clear, honest and timely feedback to others including recognising high performance and addressing non-performance where relevant to their role.
Establish Relationships and Engages Others	Represents the agency and public sector effectively in public and government forums - Effectively identifies, manages and resolves conflict - Maintains awareness of the political context and acts accordingly - Develops effective working relationships and internal and external networks Appropriately identifies and collaborates with relevant stakeholders - Shares information and knowledge - Tailors approach and communication style to suit the situation and audience - Identifies opportunities to negotiate for improved outcomes - Actively listens and communicates in a clear and concise manner
Supports Personal Drive and Professionalism	Promotes a culture of respect and high ethical standards - Supports diversity and uses this to enhance outcomes - Maintains professionalism and confidentiality when dealing with sensitive issues Constructively expresses own views and respects the views of others - Is aware of risks and makes decisions accordingly - Remains positive and recovers quickly from setbacks Adapts effectively to change - Looks for opportunities to engage in development activities - Seeks feedback and reviews own performance - Ensures a focus on wellbeing for self and others and raises concerns where necessary

Acknowledged by occupant

(Print name)

(Signature)

(Date)

Acknowledged by line manager

(Print name)

(Signature & title)

(Date)

