

Role Description



Role title:	Classification:
Social Worker, Advanced Practice	AHP2
Division/Business unit:	Reports to:
Community and Aboriginal Partnerships / Remote and Regional Service Development	Manager, Remote & Regional Strategy

Role purpose:

The Social Worker, Advanced Practice is a role within Community and Aboriginal Partnerships and is accountable to the Manager, Remote & Regional Strategy or:

- Delivering holistic assessments of young people with high and complex needs with a person-centered approach as well as facilitating and supporting the development and implementation of appropriate support responses.
- Developing and maintaining positive and effective partnerships with agencies and organisations for the successful coordination of programs set out within the Port Augusta Safety and Wellbeing Plan, relating to young people and their families.
- Providing leadership and support to the programs and staff, by implementing restorative and relational frameworks
- Providing high level consultancy, advice and reporting on individual young people with complex needs and maintaining strong interpersonal relationships with Cultural Leaders and Elders.

Key outcomes and accountabilities:

1. Establish and maintain effective partnerships and networks with agencies and community groups to facilitate the successful coordination and delivery of projects and programs associated with the Remote Safety and Wellbeing Taskforce.
2. Provide consultancy, undertake assessments, and intervene as required to reduce risk, harm minimisation and increase safety for key stakeholders.
3. Develop and deliver services that are relevant, culturally appropriate, and accessible to all client groups.
4. Respectfully interact with people from diverse backgrounds and experiences through a person-centred approach.
5. Identify and respond to immediate needs of people through assertive outreach, support and integrated delivery methods for remote visitors and tenants.
6. Plan and deliver services and programs within the context of specific service delivery model.
7. Provide professional support and leadership to other discipline employees within the team and professional supervision and support where appropriate.

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.
- The incumbent be required to undertake Responding to Abuse and Neglect (RAN) Training full day/online course and the updated online course posted online every three years.
- Some out of work hours may be required.
- Some intra and inter-state travel may be required.

Key Relationships/Interactions:

- Manager, Remote & Regional Strategy (line manager)
- Director, Remote and Regional Service Development
- Community and Aboriginal Partnerships divisional staff
- Allied Health Services
- Community groups
- Cultural leads
- Internal and external stakeholders

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.
- Treat all individuals with fairness and respect, regardless of their race, culture, language, gender (including gender diversity), religion, sexuality, ability, or age.
- Promote and maintain inclusive workplaces that embrace diversity and actively support difference.
- Demonstrate zero tolerance for discrimination, harassment, or disrespectful behaviour towards or by clients, colleagues, contractors, or stakeholders.

Role specific capabilities: *(Skills, experience, knowledge, attributes)*

1. **Needs Assessment** – Utilise relationship building techniques and assessment skills to determine priorities and make recommendations based on the relative need and available resources.
2. **Implement Projects and Programs** – Ability to plan, implement, monitor assess and evaluate appropriate projects and programs in collaboration with key stakeholders.
3. **Aboriginal Culture Knowledge Base** – Demonstrate knowledge of Aboriginal culture and the special requirements of Aboriginal people in housing crisis.
4. **Client Casework** – Demonstrate expert knowledge of assertive casework practices through assessments, interventions, support, networking, advocacy and making appropriate referrals.
5. **Intervention and Negotiation** – Carry out brief interventions including counselling, behavioural change practice while act impartially and demonstrate skills in negotiation and conflict resolution in the positive management of contentious and sensitive issues to devise a workable solution.
6. **Initiative and Problem Solving** – Take prompt action to solve problems, act on own judgement without prompting, look to go beyond job requirements to achieve objectives, analyse problems and think creatively to negotiate and implement sound solutions.

Qualifications:

Essential: An appropriate Social Work qualification from a recognised tertiary institution giving eligibility for full membership with the Australian Association of Social Workers.

Note: Persons of Australian Aboriginal and/or Torres Strait Islander decent, 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 of Human Services.

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: Mia Sarcina, Graduate Officer



Date: 09/04/2026

Approved by: Jacqueline Costanzo, Director Remote and Regional Service Development



Date: 09/04/2026