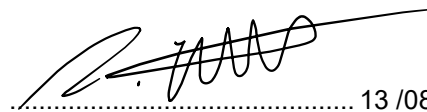


Job and Person Specification

Title of Role:	Social Worker	Remuneration Level:	AHP2
Section:	Business Services / Family & Contact Liaison Team	Type of Appointment:	2 years
Business Unit:	SafeWork SA	Position Number:	P53224

Job and Person Specification Approval

 13 /08/2026

DELEGATE

SafeWork SA

SafeWork SA (SWSA) is responsible for providing work, health and safety, public safety and state-based industrial relations services across South Australia. As a regulator, Investigators and Inspectors ensure work, health and safety, and public safety standards are met, and appropriate action is taken when breaches of laws are detected.

The Family and Contact Liaison Service sits within this regulatory environment and provides timely, trauma-informed support to people affected by workplace harm. This includes injured persons, families and next of kin following workplace fatalities, and people involved in psychosocial workplace matters. The service acts as a key communication point between affected individuals and SafeWork SA, helping them understand investigation, compliance, prosecution and court processes. It also supports participation in processes such as Victim Impact Statements and facilitates access to information where appropriate.

As a social work team operating within the framework of the Work Health and Safety Act 2012 and relevant provisions of the Victims of Crime Act 2001, the service combines social work support with clear, legally informed communication.

SafeWork SA Values

- Professionalism
- Respect
- Integrity
- Service



Primary Purpose

The Social Worker provides professional social work support, including case management, psychosocial assessment, risk assessment, referral and brief intervention support. The role acts as a primary contact for individuals and families affected by workplace harm, assisting them to understand SafeWork SA processes within relevant legislation.

The role requires sound professional judgement and operates with a level of independence, under appropriate professional supervision. It involves assessing need and risk, planning and delivering support, managing referrals, and contributing social work expertise to inspectors, investigators and other stakeholders. The role also requires the ability to communicate clearly and sensitively while working within confidentiality, information-sharing and disclosure requirements under the relevant legislation.

The Social Worker will contribute to some service development, practice resources, training, data quality and continuous improvement activities to strengthen the delivery and consistency of the Family and Contact Liaison Service.

Reporting Relationships

Reports to: Practice Lead, Family and Contact Liaison Service

Key Relationships/Interactions

- Works within a small social work team
- Team Members and Leaders
- Managers, Compliance and Enforcement Directorate
- SafeWork SA Employees
- Families of workplace fatalities
- Injured workers
- Individuals facing workplace-related psychosocial challenges.
- Attorney Generals Department
- Other government agencies and statutory authorities (state and national)

Key Challenges

- Exercising sound professional judgement to triage and respond to complex, sensitive and sometimes high-risk matters within a regulatory environment.
- Prioritising a diverse and unpredictable caseload involving workplace fatalities, serious injuries, psychosocial risk matters, and distressed or vulnerable people.
- Balancing compassionate, trauma-informed support with SafeWork SA's statutory functions, legal and prosecution processes, and confidentiality obligations under the Work Health and Safety Act 2012, including the requirements of section 271.
- Maintaining accurate, contemporaneous and legally defensible records of casework, advice, referrals and decisions.
- Managing regular exposure to sensitive and potentially distressing material, and using professional supervision, debriefing and reflective practice to support safe and sustainable practice.



- Working autonomously to manage and prioritise a diverse and unpredictable caseload involving workplace fatalities, serious injuries, psychosocial risk matters, and distressed or vulnerable people, including people from culturally and linguistically diverse backgrounds.
- Providing practical advice to inspectors, investigators about trauma-informed contact, escalation, referral pathways and complex client interactions.
- Communicating clearly and sensitively with individuals and families while ensuring information is managed appropriately within legislative and organisational requirements.
- Maintaining effective referral pathways with government, non-government and statutory services.

Special Employment Conditions

- Engagement in this role is subject to a satisfactory Department of Human Services General Employment Probity Check. A renewal will be required every three years,
- Out of hours work will be required on an ad hoc basis.
- Some intra and interstate travel requiring overnight absences may be required.

AGD Conditions

- Participation in bi-annual Performance Management Program.
- Actively participate in all mandatory training requirements.
- Abide by the standards in the Code of Ethics for the South Australian Public Sector (the Code), relevant legislation and AGD policies and procedures.
- The incumbent may be required to be assigned to other positions at the same remuneration level across the department.

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 Hours
- Work from home or telework arrangements.
- Remote working 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.

Key Responsibilities	Specified Duties	Performance Indicator/Measurement
Provide professional case management and family/victim support	• Triage, assess and administer allocated matters involving injured workers, families of workplace fatalities and other affected people, using professional judgement and agreed escalation pathways. • Provide timely social work advice, assessment and support in matters managed by SafeWork SA's Inspectorate and Investigation Teams. • Provide individualised, trauma-informed support to injured workers and families, including support connected to witness statements, family meetings, prosecution, court procedures and Victim Impact Statements. • Assist individuals and families to understand relevant Return to Work processes and pathways, including referral to ReturnToWorkSA, claims agents and other appropriate support services. • To update on sensitive, confidential and complex investigation-related information in accordance with legislative requirements, including confidentiality obligations under section 271 of the <i>Work Health and Safety Act 2012</i>. • Coordinate and review referrals to community-based support services, including mental health, grief, trauma, family violence, legal support and advocacy services where appropriate. • Facilitate and de-escalate complex or distressed conversations, including with people experiencing trauma, grief, anger, anxiety or workplace-related psychosocial stressors. • Liaise with internal and external stakeholders, including inspectors, investigators, legal teams, court officials, Attorney-General's Department business areas,	• Casework is timely, accurate and administered within agreed timeframes and escalation pathways. • Support, referrals and information are appropriate to client need, risk and SafeWork SA's statutory role. • Stakeholder feedback confirms professional, sensitive and practical engagement.



	government agencies and non-government services. • Identify, document and escalate clinical, legal, operational or reputational risks in accordance with professional, legislative and organisational requirements. • Work with clients, who have a history of disengagement or vulnerabilities that can interrupt engagement. • Organise, facilitate and chair family meetings.	
Undertake psychosocial assessment, risk assessment and brief interventions	• Conduct psychosocial assessments, mental state observations and risk assessments, including identification of safety, suicide/self-harm, family violence, trauma, vulnerability and complex mental health indicators. • Deliver brief interventions and immediate support following traumatic incidents, workplace fatalities, serious injuries and other sensitive matters. • Prepare, implement, review and evaluate individual and family social work interventions, referral plans and support strategies. • Apply trauma-informed, culturally safe and person-centred practice while maintaining professional boundaries and SafeWork SA's regulatory role. • Work with people who may have pre-existing mental health conditions, significant trauma histories or complex support needs. • Contribute social work expertise to clinical reviews, meetings, handovers, case conferences and multidisciplinary discussions. • Seek and apply professional supervision, reflective practice and debriefing to support sound clinical judgement and safe practice.	• Delivered on time • Accuracy • Engage with stakeholders as required ensuring expectations are managed appropriately and professionally.
Provide professional advice and contribute to service capability	• Provide practical professional advice to inspectors and investigators regarding client interactions. • Contribute to the development guidance and practice resources relating to psychosocial risk, family contact, victim support, court processes and trauma-informed engagement. • Contribute to the development, review and improvement of referral pathways	• Advice and resources are practical, accurate and aligned to legislation, policy and professional standards. • Training, guidance and service improvement work is completed within agreed timeframes. • Casework trends and service risks are



	Identify service gaps, trends and recurring issues from casework and provide practical recommendations to improve service quality and consistency.	identified and escalated with clear options
Maintain records, governance and accountability	- Maintain accurate, timely and confidential records of assessments, contacts, referrals, advice, decisions and follow-up actions. - Apply confidentiality, privacy, records management and information release requirements, including section 271 of the Work Health and Safety Act 2012 and relevant legal/prosecution constraints. - Contribute to reporting on casework activity, service demand, referral outcomes, risks and improvement opportunities. - Ensure professional practice is consistent with the AASW Code of Ethics, the Code of Ethics for the South Australian Public Sector, AGD policies and SafeWork SA procedures.	- Records are accurate, complete, timely and defensible. - Confidentiality, information sharing and escalation requirements are applied consistently. - Reporting supports service monitoring, planning and accountability.
Contribute to Culture	- Actively participate and contribute to responsible and safe work practices. - Embrace diversity and cultural differences in the workplace. - Contributing to the promotion and implementation of Public Sector Principles and Practices and in particular Equal Opportunity, Work Health and Safety by adhering to the provisions of various Acts and associated legislation.	- Work practices are safe and Work Health and Safety legislation, policies and procedures are adhered. - Respectful behaviour observed when faced with diversity/differences in opinion. - Individual differences are encouraged and accommodated in the workplace.



Technical Expertise

Qualifications, Skills, Knowledge and Experience relevant to the role

Technical Expertise (Essential)	• Degree-level qualification in Social Work, leading to eligibility for full membership of the Australian Association of Social Workers. • Minimum two years post-qualifying experience as a social worker in a related field, such as case management, victim or family support, mental health, psychosocial support, crisis support or a related area. • Demonstrated ability to work autonomously with limited supervision, exercise sound professional judgement, prioritise a complex caseload, and escalate clinical, legal or operational risk appropriately. • Demonstrated experience in conducting psychosocial assessments, mental state observations and risk assessments, delivering brief interventions, planning and reviewing referrals, and maintaining professional boundaries. • Sound knowledge of Social Work theories, methodologies and evidenced based practice e.g. crisis intervention, brief intervention counselling. • Demonstrated ability to make timely professional decisions in situations involving crisis, distress, trauma, grief or other sensitive circumstances. • Proven ability to provide practical professional advice to operational staff and managers about complex client interactions, trauma-informed communication, support options, referral pathways and risk escalation. • Effective interpersonal, written and verbal communication skills, including the ability to prepare accurate case notes, records, reports and sensitive correspondence, and communicate effectively with clients, families, inspectors, investigators, legal and court stakeholders, and support services. • Demonstrated understanding of professional ethics, confidentiality, privacy, information sharing, cultural safety, equal employment opportunity principles and the Code of Ethics for the South Australian Public Sector. • Demonstrated understanding of working within a legislative environment, including the ability to interpret and apply legislative obligations in a practical context. • Proven ability to understand research, analyse problems, and contribute to service improvement, practice resources, training and project work. • Awareness of, and ability to work in accordance with, the spirit and principles of AS/NZS ISO 31000 Risk Management.
Technical Expertise (Desirable)	• Experience supporting people affected by workplace fatalities, serious injury, traumatic incidents, workplace-related psychosocial hazards, grief, trauma, family violence, mental health concerns or complex vulnerability. • Experience supporting individuals and families through regulatory, prosecution, court, Victim Impact Statement or coronial processes. • Experience working in a regulatory, justice, legal, public sector, emergency services, workplace relations or enforcement environment. • Knowledge of South Australian victim support, court support, mental health, grief, trauma, family violence and community referral pathways. • Experience developing practice guidance, referral pathways, training, templates or service improvement initiatives. • Demonstrated understanding of the <i>Work Health and Safety Act 2012</i>, including section 271 confidentiality requirements, and the ability to manage sensitive information within a regulatory environment. • Demonstrated commitment to reflective practice, professional supervision and ongoing professional development.



Behavioural Capabilities

The Performance Matrix describes the behaviours expected of SWSA employees across various levels in the Department.

Descriptors below detail the behavioural capabilities required for performance in the Graduate, Psychosocial role. 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
Understands the Strategic Direction (Foundational)	- Knows how own work contributes to goals and plans Recognises how own work impacts on others - Identifies risks within own work practices Contributes to business planning Is flexible to changing priorities - Is open to change and new approaches
Achieves and Monitors Own Results (Operational)	- Sets and communicates clear expectations around quality of work and timeframes - Monitors progress towards achieving outcomes Takes responsibility for the delivery of quality and timely results - Critically evaluates issues and ensures solutions are practical and achievable



	• Prioritises workload effectively and negotiates deadlines where appropriate • Measures performance and acts on opportunities for continuous improvement
Contributes to Service Delivery Excellence (Foundational)	• Shares awareness of potential problems and opportunities • Shares capability and expertise to achieve outcomes • Delivers high quality internal and external customer service • Accesses appropriate resources to achieve outcomes. • Participates in a culture of financial responsibility, accountability and awareness • Adheres to performance requirements to achieve work outcomes. • Effectively manages their own performance positively contributing to team performance • Provides clear, honest and timely feedback to others • Seeks guidance/advice from others where necessary
Maintains Working Relationships (Foundational)	• Seeks ways to resolve conflict and escalates when appropriate • Actively seeks relevant information and views from others • Develops effective working relationships • Shares information and knowledge seeking approval where necessary • Is aware of the situation and audience in work environment • Works cooperatively with others to achieve work outcomes • Listens attentively and communicates clearly
Demonstrates Personal Drive and Professionalism (Foundational)	• Contributes to a culture of respect and high ethical standards • Respects diversity • Appropriately expresses own views and is respectful of the views of others • Identifies risks and takes appropriate action • Maintains strict confidentiality of information • Remains positive and recovers quickly from setbacks • Accepts change constructively • Pro-actively seeks to develop skills and knowledge • Receptive to feedback and uses to improve performance • Looks after own wellbeing and raises concerns where necessary

Acknowledged by
occupant

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(Print name) (Signature)

Acknowledged by
line manager

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(Print name) (Signature & title)

