

Role Description



Role title:	Classification:
Supervisor	PO3
Division/Business unit:	Reports to:
Community and Family Services / Safer Family Services (SFS) / Intensive Family Services (IFS)	Regional Manager

Role purpose:
The Supervisor is a role within Community and Family Services and is accountable to the Regional Manager for: • Providing high quality leadership, that inspires and motivates others to work collaboratively in a coordinated and systemic approach, enabling the team to deliver culturally appropriate child focused services responses that strengthen the safety of vulnerable children and their families. • Monitoring team workloads, case allocations, performance indicators and deploying resources effectively to deliver high quality service delivery and mitigate risks where identified. • Building strong relationships with key stakeholders which create collaborative service opportunities available to children and families in crisis or at risk of entering the child protection system.

Key outcomes and accountabilities:
1. Provide practice supervision and professional leadership to Practitioners delivering multi-levelled interventions that include proactive, targeted and intensive strategies to support family functioning and improve children's safety, wellbeing and development. 2. Utilise understanding of child protection legislation, policies, procedures, the impact of trauma and the service opportunities available to children and families in crisis or at risk of entering the child protections system, to provide consultation on complex, contentious and highly sensitive cases to maintain compliance with the SFS practice and governance requirements. 3. Utilise high level reasoning and professional judgement to analyse and evaluate information to identify current practice evidence, community trends and needs to inform program priorities and resourcing business needs. 4. Oversee the performance of the team and ensure data and record management systems are maintained accurately and completed in accordance with the SFS governance and departmental requirements. 5. Manage competing work pressures and complex tasks including implementing change management strategies, working with a multidisciplinary team leading practice related project work, establishing and maintaining strong working partnerships with key internal and external stakeholders to facilitate the objectives of the service delivery models and departmental strategic priorities. 6. Contribute to inter-professional service development, innovative practices and initiatives and promote principles of evidence-based practice, professional standards of conduct in accordance with the Code of Ethics, departmental policies and legislative requirements. 7. Undertake professional development activities and training to maintain and broaden skills and expertise in trauma informed case management, family preservation work and Intensive Family Services within the Child and Family Support System.

Key outcomes and accountabilities:

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:

- Successful applicant will be required to hold a National Police Check (NPC) and satisfactorily complete an Employment-related Screening Check where this is required for the role, prior to being employed.
- Successful applicant will be required to satisfactorily complete and hold a Department of Human Services (DHS) Working with Children Check (WWCC) prior to being employed.
- The incumbent may be required to undertake RRHAN-EC – Responding to Risks of Harm, Abuse and Neglect – Education and Care full day/online course and the updated online course posted as required.
- The incumbent may be required to 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.
- Some out of hours work is required.
- Inter and intra-state travel may be required.

Key Relationships/Interactions:

- Regional Manager (line manager)
- Senior Practitioner, practitioners, IFS, SFS leadership and staff
- Manager, Aboriginal Practice, Aboriginal Cultural Leads and Aboriginal Cultural Consultants, IFS, SFS
- Manager, Clinical Practice and Practice Leads, IFS, SFS
- DHS Divisions, Directorates and staff
- Government and non-government agencies including SA Health, Department of Child Protection, Department for Education, SAPOL, Aboriginal Community Controlled Organisations and other key stakeholders.

Budget/Delegations:

Human Resources Delegations Level 5; Financial Authorisations Level 5

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. Demonstrated experience in providing collaborative leadership and management of staff, with proven ability to manage the human, financial and physical resources in accordance with Public Sector and Departmental governance, policies and guidelines.
2. Extensive knowledge and understanding of the complexities and effects of child abuse, neglect and developmental trauma upon the health and wellbeing of children (pre-birth-18 years) and demonstrated ability to assess and work with families from diverse cultural backgrounds, experiencing vulnerability and low levels of safety.
3. High level knowledge of the impact of intergenerational trauma, the effects of colonisation policies and forced removal upon the health and wellbeing of Aboriginal and Torres Strait Islander children, their families and communities, the protective strengths of culture.
4. Proven ability to critically reflect on individual(s) practice, coach and mentor staff, participate in case conference, case reviews, peer reviews, supervision and professional development activities, to support practice quality and development.
5. Proven ability to demonstrate high level interpersonal skills that create and foster networking, consultation, and interaction with families across a broad cultural and socio-economic spectrum and professionals in a range of complex and sensitive situations.
6. Demonstrated understanding of child protection legislation, policies, procedures, the impact of trauma and the service opportunities available to children and families in crisis or at risk of entering the child protection system.
7. Highly developed written and interpersonal communication skills that build effective collaborative relationships with multi-disciplinary teams and peers and contribute to a positive team culture.

Qualifications:**Essential:**

- Appropriate tertiary qualifications in community services, sociology, criminology, social sciences, human services, health or a related field.

Key leadership competencies and expected behaviours at this classification:
Promotes strategic thinking and change

- ☒ Creates a shared vision and mission for the BU.
- ☒ Inspires and influences others to assume ownership BU goals.
- ☒ Leads teams in aligning their priorities within a broader organisational and political context.
- ☒ Champions sustainability and long-term improvement. Communicates effectively and leads others in times of change.
- ☒ Identifies and analyses difficult and complex problems that have organisation-wide impact.

Achieves objectives

- ☐ Delivers results and improvements to meet BU objectives by translating ideas into concrete plans.
- ☐ Anticipates future organisational needs, risks and uncertainties, and aligns systems and resources to meet these needs.
- ☒ Makes well-informed and timely decisions that affect the BU, even when information is incomplete and ambiguous.
- ☒ Interprets and abides by the laws, regulations and policies determining BU activities.
- ☐ Takes accountability for team/BU success and manages others to achieve outcomes.
- ☒ Monitors the performance of the team/BU, considers feedback information and seeks continuous improvement.
- ☒ Integrates technical expertise into the BU to achieve its objectives.

Leads business excellence

- ☒ Sets clear standards, manages risks, setbacks, and implements continuous improvement initiatives.
- ☐ Sets challenging but achievable goals/targets with relevant metrics based on market trends, developments and legislative changes to ensure business needs are continually met.
- ☒ Provides clear and timely recognition, promptly addresses under performance and lifts performance through coaching.
- ☒ Inspires innovation and ongoing learning and plans strategically to meet BU goals.
- ☒ Drives outstanding customer service by enabling team members to anticipate client needs.
- ☒ Empowers others to use resources effectively.

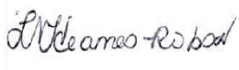
Builds genuine partnerships

- ☒ Considers the impact of decisions and priorities on other business areas, adapting approach to meet organisational goals.
- ☐ Approaches negotiations with an understanding of key issues and is able to clearly communicate reasoning and justification to facilitate mutually beneficial solutions.
- ☒ Facilitates constructive discussions to mediate conflict and disagreements. Encourages diversity of thinking and differences of opinion.
- ☒ Identifies and develops key strategic relationships and networks to achieve goals, increase departmental knowledge and create communication channels.
- ☒ Proactively develops effective strategic relationships, networks and partnerships with internal and external stakeholders.
- ☒ Models inclusive behaviour and tailors communication style to meet the audience's needs.

Models personal drive and professionalism

- ☒ Maintains the highest level of integrity to embed ethical practice and organisation's values into the culture.
- ☒ Raises and challenges important issues constructively and backs own judgement and actions confidently when challenged.
- ☒ Demonstrates resilience in responding to changing directions. Modifies approach, processes and procedures to fit situational changes within the BU.
- ☒ Demonstrates a high level of self-awareness and acts as a role model by openly communicating strengths and development needs.
- ☒ Champions a workplace that values respect, diversity and individual differences to build a culture of inclusivity.
- ☒ Establishes expectations and models best practice wellbeing and safety behaviours.

Approval:

Assessed by: Tania Heames-Robson, HR Business Partner		Date: 25 /7/23
Approved by: Kerry Beck, Director Safer Family Services		Date: 25 / 7/23