

Aboriginal Family Practitioner, Call Centre

Department for Child Protection

OFFICIAL

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

CLASSIFICATION:

AHP1

DIRECTORATE:

Southern

REPORTS TO:

Supervisor, Call Centre

FTE:

1.0

ROLES REPORTING TO THIS ROLE:

Nil

ABOUT THIS ROLE:

The Aboriginal Family Practitioner, Call Centre is a role within the Department for Child Protection (DCP) and is primarily responsible for receiving and assessing allegations of child abuse and neglect via the Child Abuse Report Line (CARL) and the online child abuse reporting system (eCARL). The role is accountable to the Supervisor for assessment and co-working child protection matters involving Aboriginal families. The role is responsible for assisting in the development and implementation of a holistic culturally based service that provides specialised and innovative services and achieving a high-quality service in the engagement of Aboriginal families. For those employed within the 24-hour shift teams, this role also includes response to DCP After Hours.

YOU WILL BE ADDING VALUE BY:

1. Dealing directly with members of the public and professional mandated notifiers.
2. Eliciting sensitive information on child protection matters and documenting notifier allegations within the Connected Client and Case Management System (C3MS) and associated systems.
3. Assessing information against the legislative threshold for intervention and establishing the immanency of response in accordance with Department guidelines and tools.
4. Provide professional advice to notifiers, professionals and the public on reporting and appropriate response to child protection concerns.
5. If employed within 24-hour shift teams, providing an after-hours response to immediate child protection matters, including crisis situations relating to children who are under the Guardianship of the Chief Executive.
6. Contribute to the protection of Aboriginal children, evaluate the risk of abuse, failure to protect and harm to self and other people and ensure that all matters regarding the care and management of Aboriginal children are reported in line with departmental policies and procedures
7. Co-work in child protection assessments involving Aboriginal families.
8. Develop and maintain effective working relationships with the Aboriginal community and other key stakeholders in order to achieve quality outcomes for Aboriginal families and their children.
9. Contribute to the provision and coordination of culturally appropriate service delivery.
10. Provide culturally appropriate advice, information and assistance in relation to Aboriginal people to departmental staff which is comprehensive and contributes to the goals for intervention.
11. Take action and provide services that are inclusive of Aboriginal people and people from culturally and linguistically diverse backgrounds as well as engaging in learning about other cultures to better establish relationships and improve services.
12. 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.
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.



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Department for Child Protection

WHO YOU WILL WORK WITH:**Internal**

- Supervisor, Call Centre (direct line manager)
- Management and staff within the office and across Department for Child Protection

External

- Aboriginal Community
- Other government departments
- Relevant non-government organisations
- Members of the public

QUALIFICATIONS

Desirable: A degree level qualification in Social Work which gives eligibility for full membership of the Australian Association of Social Workers.

Persons of Australian Aboriginal or Torres Strait Islander descent, 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 for Child Protection.

YOUR CAPABILITIES:

- Ability to managed workloads, organise and plan work activities taking in to account the need to prioritise tasks and responsibilities.
- Ability to develop and maintain strong working relationships with people both within government, non-government sector and community to promote positive outcomes for Aboriginal children and families.
- Ability to establish, lead and maintain formal and informal networks and partnerships with Aboriginal people through their kinship systems.
- Demonstrate knowledge of child development, counselling, crisis intervention, and working in a statutory environment or community.
- Demonstrated experience in problem solving and developing workable solutions.
- Ability to provide services that are inclusive of Aboriginal people and community from culturally and linguistically diverse backgrounds as well as engaging in learning about other cultures to better establish relationships and improve services.
- Demonstrated knowledge and commitment to promoting and creating a safe and inclusive work environment
- Demonstrated ability to apply culturally sensitive child protection practice for Aboriginal and Torres Strait Islander people, and community from culturally and linguistically diverse backgrounds.



OUR COLLECTIVE RESPONSIBILITIES

- 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.
- 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*.

SPECIAL CONDITIONS

- 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 Supervisor, Call Centre.
- You may be required to perform duties in other locations/divisions/units dependent upon Departmental requirements.
- Some out of hours and weekend work may be required.
- Some intra/interstate travel (including in small aircraft) may be required.
- A current Australian driver's licence and a willingness to drive is essential.
- Employees may be required to provide professional/clinical supervision to Social Work students on observational placements and to work experience students.
- Will be required to undertake physical aspects of child management including lifting and carrying babies or small children.
- Pursuant to Section 56(2) of the Equal Opportunity Act, 1984 only people of Aboriginal and Torres Strait Island Descent may apply for this role.

Call Centre

- The DCP Call Centre operates on a 24-hour shift work basis. Roles that are situated within the shift work team will be required to undertake regular out of hours work, and attendance at nights, evenings and weekends on a rotating shift basis. These roles will be required to regularly be on call and work autonomously.



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



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