

Supervisor

Department for Child Protection

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

CLASSIFICATION:
AHP3
DIRECTORATE:
Multiple
REPORTS TO:
Manager
FTE:
1.0
ROLES REPORTING TO THIS ROLE:
Multiple
ABOUT THIS ROLE:

The Supervisor is a role within the Department for Child Protection (DCP) and is accountable to the Manager for leadership, development and performance of a designated work team and management of professional social work/case management practice and standards. The role is responsible for the development of services that are relevant, appropriate and accessible to a range of clients.

YOU WILL BE ADDING VALUE BY:

1. Promote professional social work practice in the team by enabling the full range of culturally acceptable intervention methodologies with a focus on a holistic framework.
2. Utilise relevant assessment frameworks and evidence based research to inform good social work and culturally inclusive practice.
3. Develop services that are relevant, culturally appropriate, and accessible to all client groups and have included opportunity for consumer participation, with a focus on disabled and Aboriginal clients.
4. Provide a range of services to achieve outcomes of safety, security and care of children, young people and their families; developing, implementing and evaluating services and programs to meet their needs.
5. Contribute to strategic leadership and business planning across the agency.
6. Manage current resources and develop plans to maximise use of available resources.
7. Identify current and/or potential team conflicts and implement strategies to guide and support team members.
8. Contribute to a work environment where staff are challenged and stretched to develop their competence, and encouraged and provided with opportunities for professional development.
9. Monitor compliance with workplace and other related legislative requirements.
10. Monitor that consumer concerns are addressed and reviewed effectively in collaboration with the allocated worker.
11. Achieve the maximum potential of the team by providing effective leadership, facilitation of participatory goal setting, resolution of conflict, control of work pressure, promotion of a balanced range of staff skills and assisting in the management of change
12. 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.
13. Build partnerships with other agencies and groups so that there is increased capacity to respond to identified needs and risk manage issues.
14. 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
15. 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



WHO YOU WILL WORK WITH:

Internal

- Manager (direct line manager)
- Directors and Senior Managers across the agency
- Department for Child Protection staff

External

- Local Government
- Other government, non-government agencies involved in management of services to children and young people

QUALIFICATIONS

Essential:

- 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 (DCP).

YOUR CAPABILITIES:

- Ability to lead and develop staff to achieve quality results by providing appropriate orientation, access to all relevant legislation, supervision, staff development and appraisal.
- Proven ability to lead culturally competent practice including the provision of training and mentorship.
- Ability to identify current and/or potential team conflicts and implement strategies to guide and support team members.
- Demonstrated ability to effectively communicate both verbally and in writing with key stakeholders.
- Proven experience in supervising a team, managing and prioritising workloads, and conflict resolution in order to meet agreed deadlines to achieve required outcomes.
- Experience in developing and maintaining productive working relationships with all levels of Government, non-government agencies, and community.
- Demonstrated knowledge and commitment to promoting and creating a safe and inclusive work environment.

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.

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 [Line Manager title].
- 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.
- A current Australian driver’s licence (P2 or above) and a willingness to drive is essential.

- 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*.

- Will be required to undertake physical aspects of child management including lifting and carrying babies or small children.
- Some intra/interstate travel (including in a small aircraft) including overnight stay may be required

Remote Far North Locations

- Required to undertake 4wd training and be confident to travel dirt roads/long distances in terrain that is very remote.
- Required to fly on rotational roster, 8 days on and 6 days off, to APY Lands – Umuwa Base (FIFO employees only).
- Supervisor and team required to live in shared accommodation (FIFO employees only).
- A current remote first aid certificate is essential.
- Intrastate travel in a small aircraft on a regular basis will be required.

Call Centre

- The DCP Call Centre operates on a 24 hours 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: 16/04/2026



Government of South Australia
Department for Child Protection