

Department for Child Protection

ROLE TITLE:	Supervisor	DIVISION:	Service Delivery and Practice
CLASSIFICATION:	AHP3	DIRECTORATE:	Multiple
POSITION NO:	Multiple	BUSINESS UNIT:	DCP Offices
DATE REVIEWED:	October 2019	FTE:	1.0
REPORTS TO:	Manager	ROLES REPORTING TO THIS ROLE:	Multiple

ROLE PURPOSE:

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.

KEY OUTCOMES:

- 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.
- Utilise relevant assessment frameworks and evidence based research to inform good social work and culturally inclusive practice.
- 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.
- 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.
- Contribute to strategic leadership and business planning across the agency.
- Manage current resources and develop plans to maximise use of available resources.
- Identify current and/or potential team conflicts and implement strategies to guide and support team members.
- Contribute to a work environment where staff are challenged and stretched to develop their competence, and encouraged and provided with opportunities for professional development.
- Monitor compliance with workplace and other related legislative requirements.
- Monitor that consumer concerns are addressed and reviewed effectively in collaboration with the allocated worker.
- 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.
- 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.
- Build partnerships with other agencies and groups so that there is increased capacity to respond to identified needs and risk manage issues.
- 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.

KEY RELATIONSHIPS/INTERACTIONS:

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

KEY SELECTION CRITERIA:

- 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.

CORE CAPABILITIES & EXPECTED BEHAVIOURS

Leads Development and Facilitates Change in their Professional Area

- Respected for their knowledge & expertise
- Supports and shares their knowledge and expertise with colleagues
- Keeps colleagues informed of trends & changes
- Links to other disciplines & resources, both internally & externally

Leads Professional Area to Achieve Agreed Results

- Analyses student / client needs & delivers learning & professional services that ensure high performance outcomes
- Monitors trends & delivers learning & professional services that satisfy changing student, client & community requirements
- Secures commitment of leaders & colleagues to ensure delivery of high quality learning, support & professional services
- Analyses discipline resource requirements
- Develops resource plans to support achievement of discipline objectives
- Allocates resources to achieve discipline objectives
- Reviews & reports on resource usage
- Interprets & communicates requirements of policy & implements policy relating to discipline

Establishes & Maintains Strategic Networks

- Identifies features & key people & resources of strong discipline strategic networks
- Identifies & establishes network links with key stakeholders & other discipline leaders
- Builds strategic relationships
- Applies knowledge of organisational linkages
- Applies knowledge of inter-Governmental linkages
- Applies Knowledge of political context

Develops Self & Other Discipline Members

- Establishes personal work goals
- Sets & meets own work priorities
- Develops & maintains professional capabilities & competences

Maintains & Enhances Confidence in SA Public Education & Care

- Ensures all decisions are objective & fair
- Operates ethically & with integrity
- Is a role model for student & client-centered service
- Embraces an adaptive leadership approach

Facilitates Professional Team Effectiveness

- Seeks continuous improvement in their professional discipline
- Arranges ongoing professional development of their people in the discipline area

PUBLIC SECTOR VALUES

✓ **Service:**

We proudly serve the community and Government of South Australia

✓ **Professionalism:**

We strive for excellence

✓ **Trust:**

We have confidence in the ability of others

✓ **Respect:**

We value every individual

✓ **Collaboration & Engagement:**

We create solutions together

✓ **Honesty & Integrity:**

We act truthfully, consistently and fairly

✓ **Courage & Tenacity:**

We never give up

✓ **Sustainability:**

We work to get the best results for the current and future generations of South Australians

CORPORATE 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.
- 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.



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Leads Professional Practice & Excellence

- Provides discipline leadership to individuals & work teams
- Creates a co-operative work environment
- Monitors & responds to workplace issues & discipline concerns
- Motivates individuals & work teams to achieve quality results
- Delegates work to achieve discipline & work unit objectives
- Manages up
- Where appropriate, uses performance feedback & development plans to nurture development of their people
- Promotes a high performing team environment
- Ensures a safe working environment for all their people
- Promotes a collaborative working environment

- 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

- The successful applicant is required to gain a Department of Human Services (DHS) working with children check (WWCC) prior to being employed which is required to be renewed every five years before expiry.
- The incumbent will be required to achieve performance targets as negotiated and mutually agreed with the Manager.
- 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.
- 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.
- May be required to perform duties in other locations/divisions/units dependent upon Departmental requirements.
- The incumbent will be required to undertake training in Child Safe Environments – Reporting Child Abuse and Neglect.
- Australian residency or current works permit is required (responsibility of applicant to provide evidence of a current work permit).

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.



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- 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.

Approval Date: 28 November 2019

