

Department for Child Protection – Role Statement

ROLE TITLE: Child Protection Supervisor CLASSIFICATION: PO3 POSITION NO: Various DATE REVIEWED: October 2019 REPORTS TO: Office Manager	DIVISION: Service Delivery and Practice DIRECTORATE: Multiple BUSINESS UNIT: DCP Offices FTE: 1.0 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 Office 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 culturally acceptable services that are relevant, appropriate and accessible to a range of clients and will work collaboratively with senior staff and practitioners to strengthen case practice, provide effective service delivery and to support changes necessary to ensure the safety, stability and development of children and young people and to promote the achievement of case plan objectives within specified timeframes.	
KEY OUTCOMES: <ol style="list-style-type: none"> 1. Utilise relevant assessment frameworks, the full range of culturally acceptable intervention methodologies and evidence based research to provide culturally inclusive practice leadership to a multidisciplinary team. 2. Develop services that are relevant, culturally appropriate, and accessible to all client groups and have included opportunity for consumer participation, with a focus on Aboriginal clients and clients with disability. 3. Undertake a range of complex risk assessments, analysis and critical enquiry to understand root causes of issues and 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. 4. Coordinate and undertake casework planning and review for the team to assess, manage and provide leadership on complex issues and outcomes. . 5. Undertake complex service improvement projects and contribute professional leadership and expertise into operational policy, and the strategic objectives, priorities and business plans across the agency. 6. Manage current resources and develop plans to maximise use of available resources. 7. Monitor compliance with workplace and other related legislative requirements. 	<ol style="list-style-type: none"> 8. Develop staff competence and specialised knowledge, conduct performance assessments and encourage, mentor and provide opportunities for professional development that increases the value and effectiveness of services provided. 9. Achieve the maximum potential of the team by providing effective leadership, guidance, facilitation of participatory goal setting, resolution of conflict, allocation of cases and control of work pressure, promotion of a balanced range of staff skills and assisting in the management of change. 10. Take action and provide services that are inclusive of Aboriginal people as well as engaging in learning about Aboriginal culture to better establish relationships and improve services. 11. Take action and provide services that are inclusive of people from culturally and linguistically diverse backgrounds other as well as engaging in learning about other cultures to better establish relationships and improve services. 12. Build partnerships with, and provide professional advice and consultancy services to, other agencies and groups so that there is increased capacity to respond to identified needs. 13. Prepare high quality written documents, including briefings and reports to management and a range of stakeholders within the required deadlines. 14. 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: <ul style="list-style-type: none"> • Office Manager (direct line manager) • Directors and Senior Managers across the agency • Principal Aboriginal Consultant 	QUALIFICATIONS: Essential: Appropriate degree qualification in Community Services, Social Sciences, Human Services, Health or related field.

KEY SELECTION CRITERIA:

- Experience in providing appropriate orientation, supervision, training, mentoring and culturally appropriate practice leadership with an ability to address unsatisfactory performance and develop performance plans which assist in strengthening employee's skills and performance.
- Experience in identifying and acting on risks to children with culturally appropriate intervention methods including competently working with Aboriginal children and families and families impacted by drug and alcohol abuse and family violence.
- Demonstrate an understanding of, and expertise in applying, child developmental stages, attachment and trauma theories as they relate to child protection practice and relevant legislative, policy, and practice requirements.
- Proven experience in identifying current and/or potential team conflicts, implementing strategies to guide and support team members and managing and prioritising a team's workloads, in order to meet agreed deadlines to achieve required outcomes.
- Demonstrated ability to effectively communicate both verbally and in writing with key stakeholders, including experience in providing professional advice, written documents and reports.
- Experience in developing and maintaining productive working relationships with all levels of Government, non-government agencies, and community to identify and risk manage issues.
- Demonstrated ability in effectively operating under general policy direction and exercising a high level of professional independence, judgement and initiative in the determination of operational priorities, strategies, work standards and the allocation of resources.
- Demonstrate 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 client needs & delivers learning & professional services that ensure high performance outcomes
- Monitors trends & delivers learning & professional services that satisfy changing 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

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 client-centered service
- Embraces an adaptive leadership approach

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.



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- Allocates resources to achieve discipline objectives
- Reviews & reports on resource usage
- Interprets & communicates requirements of policy & implements policy relating to discipline

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

Facilitates Professional Team Effectiveness

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

- 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.
- 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.
 - Some out of hours and weekend work may be required.
 - Some intra/interstate travel (including in a small aircraft) including overnight stay may be required.
 - The incumbent will be required to achieve performance targets as negotiated and mutually agreed with the Office Manager.
 - A current Australian driver's licence (P2 or above) and willingness to drive is essential.
 - Employees may be required to provide professional/supervision to observational and work experience students that are completing degree qualification in Community Services, Social Sciences, Human Services, Health or related field.
 - May be required to perform duties in other locations/divisions/units dependent upon Departmental requirements.
 - The incumbent will be required to undertake Child Safe Environments – Reporting Child Abuse and Neglect and other mandatory training as required.
 - Australian residency or current works permit is required (responsibility of applicant to provide evidence of a current work permit).
- Remote Far North locations:**
- Require to undertake 4 wheel-drive training and be confident to travel dirt roads/long distances in terrain that is very remote.
 - Required to fly on a 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.
 - Interstate travel in a small aircraft on a regular basis will be required.

Approval Date: 28 November 2019



