

Department for Child Protection

ROLE TITLE:	Support Worker	DIVISION:	Service Delivery and Practice
CLASSIFICATION:	OPS2	DIRECTORATE	Multiple
POSITION NO:	Various	BUSINESS UNIT	DCP Offices
DATE REVIEWED:	October 2019	FTE	1.0
REPORTS TO:	Supervisor	ROLES REPORTING TO THIS ROLE: Nil	
ROLE PURPOSE: The Support Worker is a role within Department for Child Protection (DCP) and is accountable to the Supervisor for maintaining and enhancing positive relationships between children and their birth families and assisting the Social Worker to provide an efficient client service.			
KEY OUTCOMES: <div><div><div>1. Sensitively handle requests for assistance by clients who may be emotionally upset and have challenging behaviour over the telephone, undertake research and prepare appropriate responses.</div><div>2. Enable clients to access appropriate services through accurate assessment of their request and appropriate referral to Social Workers or to other agency staff, and make sure that client issues are dealt with by conferring with team members and other staff from the Department and other agencies.</div><div>3. Liaise and assist to link families within relevant government, non-government and community organisations and agencies, and organise suitable events for children, young people and families in relation to either general or specific activities.</div><div>4. Assist in researching, and collecting information about appropriate programs or activities, and in assessing parenting skills.</div><div>5. Assist with the development and review of intervention, access and family care plans in relation to access supervision.</div><div>6. Attend regular case discussions with the DCP workers, supervisor and other parties as required and provide an administrative support service to the team including financial services, facilities management and information systems and technology.</div></div><div><div>7. Facilitate opportunities for children and young people under the Guardianship of the Minister to build healthy identities by initiating and developing appropriate support materials.</div><div>8. Assist the Business Manager to provide all relevant Work Healthy and Safety requirements by an agreed date, and make sure policies and procedures are updated and maintained.</div><div>9. Arrange servicing and appropriate maintenance of fleet vehicles in line with agency policies, and maintain office equipment, stationary and office systems.</div><div>10. Purchase Birthday/Christmas presents and assist with shopping items for children under the Guardianship of the Minister.</div><div>11. Undertake child and family support and assist with programs and activities with cultural awareness and sensitivity.</div><div>12. 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.</div></div></div>			
KEY RELATIONSHIPS/INTERACTIONS: <ul style="list-style-type: none">Supervisor, DCPOffice team members, including the Business ManagerDCP staffVolunteers and carersOther government and non-government organisations		QUALIFICATIONS: Essential: A current Australian driver’s licence (P2 or above) and a willingness to drive is essential.	

KEY SELECTION CRITERIA:

- High level interpersonal skills and the ability to communicate effectively both verbally and in writing with people from diverse professional backgrounds, and work as a team member to provide holistic standards of professional service
- Ability to clarify situations, act impartially and use influence, negotiation and persuasion to effectively mediate conflicts and devise workable solutions.
- Ability to develop a network of support/community services for clients and inform clients of community service providers.
- Experience taking prompt action to solve problems, act decisively on own judgement and look to go beyond job requirements to achieve objectives.
- Demonstrated knowledge of child development, positive parenting programs and techniques, household management and personal development, and understanding of a range of issues (e.g. multi-cultural, drug, alcohol and mental health) impacting on relationships between children, young people and their families.
- Demonstrated knowledge and commitment to promoting and creating a safe and inclusive work environment.

CORE CAPABILITIES & EXPECTED BEHAVIOURS		PUBLIC SECTOR VALUES	
<p><u>Implements Change</u></p> <ul style="list-style-type: none"> • Prepares for change • Implements and monitors change • Works with ambiguity in the workplace • Has an appreciation of systems thinking <p><u>Addresses Client Needs</u></p> <ul style="list-style-type: none"> • Assists clients to articulate needs • Satisfies client needs • Exercises judgment to resolve client service issues • Responds to enquiries • Receives and gives directions • Participates in meetings • Makes presentations within the workgroup <p><u>Works Effectively in the Organisation</u></p> <ul style="list-style-type: none"> • Applies information relating to the machinery of government • Applies knowledge of organisational functions • Applies knowledge of protocols 	<p><u>Gives and Receives Workplace Feedback</u></p> <ul style="list-style-type: none"> • Seeks and acts on workplace feedback • Provides informal feedback in the workplace • Provides formal feedback in the workplace • Participates in learning to update knowledge and practice, targeted to professional needs and/or system priorities <p><u>Maintains and Enhances Confidence in SA Public Education and Care</u></p> <ul style="list-style-type: none"> • Applies ethical standards • Deals with ethical problems • Understands the implications of and complies with relevant legislative, administrative, organisational and professional requirements, policies and processes <p><u>Contributes to Workgroup Activities</u></p> <ul style="list-style-type: none"> • Establishes workgroup parameters • Participates in the workgroup • Assists workgroup members • Recognises and values individual differences 	<p>✓ Service: <i>We proudly serve the community and Government of South Australia</i></p> <p>✓ Professionalism: <i>We strive for excellence</i></p> <p>✓ Trust: <i>We have confidence in the ability of others</i></p> <p>✓ Respect: <i>We value every individual</i></p>	<p>✓ Collaboration & Engagement: <i>We create solutions together</i></p> <p>✓ Honesty & Integrity: <i>We act truthfully, consistently and fairly</i></p> <p>✓ Courage & Tenacity: <i>We never give up</i></p> <p>✓ Sustainability: <i>We work to get the best results for the current and future generations of South Australians</i></p>

Department for Child Protection

<p><u>Builds and Maintains Internal and External Networks</u></p> <ul style="list-style-type: none">• Identifies key internal stakeholders• Builds internal links with key internal stakeholders• Participates in professional and community networks and forums to broaden and improve practice	<ul style="list-style-type: none">• Works effectively with diverse clients and colleagues• Keeps up-to-date and seeks continuous improvement in the professional discipline	<table><tr><th>CORPORATE RESPONSIBILITIES</th></tr><tr><td><ul style="list-style-type: none">• 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.• 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.</td></tr><tr><th>SPECIAL CONDITIONS</th></tr></table>	CORPORATE RESPONSIBILITIES	<ul style="list-style-type: none">• 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.• 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
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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 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 Supervisor.
- May be required to perform duties in other locations/divisions/units dependent upon Departmental requirements.
- Will be required to undertake physical aspects of child management including lifting and carrying babies or small children.
- A current Australian driver's licence (P2 or above) and a willingness to drive is essential.
- 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 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.
- Supervisor and team required to live in shared accommodation.
- A current remote first aid certificate is essential.
- Intrastate travel in a small aircraft on a regular basis will be required.

Approved Date: 29 November 2019

