

# Department for Child Protection

<b>ROLE TITLE:</b>	<b>Supervisor – Residential Care</b>	<b>DIRECTORATE:</b>	<b>Out of Home Care</b>
<b>CLASSIFICATION:</b>	<b>OPS6</b>	<b>BUSINESS UNIT:</b>	<b>Residential Care</b>
<b>POSITION NO:</b>	<b>Multiple</b>	<b>FTE:</b>	<b>1.0</b>
<b>DATE REVIEWED:</b>	<b>April 2022</b>	<b>ROLES REPORTING TO THIS ROLE:</b>	<b>Multiple</b>
<b>REPORTS TO:</b>	<b>Manager, Residential Care</b>		

## ROLE PURPOSE:

The Supervisor is a role within Residential Care and is accountable to the Manager for the effective management of residential care settings inclusive of risk management and Work Health and Safety. The role will provide leadership, supervision and development of staff. The Supervisor will facilitate the development, delivery and maintenance of programs which assist the care and wellbeing of children and young people and facilitate the provision of high quality assessment and treatment responses to meet the needs of children and young people while in care. The Supervisor will manage facilities and assets maintenance in consultation with Directorate Support.

## KEY OUTCOMES:

1. Ensure that all staff provide a safe, secure and nurturing environment for children and young people within Residential Care that ensures their physical, emotional, social and cultural wellbeing, and assist in the provision of long-term stable and secure placement options and an environment which facilitates their reintegration into the community.
2. Lead, guide and manage performance of a 24 hour workforce by providing expert guidance to staff and addressing any practice or cultural issues to ensure high quality care to children and young people.
3. Mentor, train and develop staff, and address any unsatisfactory performance to ensure a work environment where staff are stretched to develop their competence, and provided with opportunities for professional development and to engage in reflective practice.
4. Identify and implement effective staffing models (DCP, agency, hybrid), by allocating resources which align skill set and support structures to best address the individual needs of children and young people at the placement.
5. Respond sensitively to care concern referrals, including investigating and addressing allegations of abuse, and monitor long-term performance of staff.
6. Ensure that young people (particularly Aboriginal young people) receive and have access to services that are responsive to their needs, respectful of their rights and culturally appropriate, increasing their chances for a future of independent living in the community.
7. Create and provide programs which teach children and young people practical living skills, (such programs may need to be re-designed for children or young people with various disabilities), and promote programs which provide positive experiences and opportunities for them to realise their full potential.
8. Coordinate and liaise with other relevant government agencies and service providers and maintain case assessments and case plans that are formulated in a consultative and collaborative process with other key professionals by chairing program panels and case conferences.
9. Establish and contribute to effective safety planning and implement risk management strategies to address the complex needs and behaviours of children and young people, ensuring their ongoing safety as well as the safety and wellbeing of staff.
10. Contribute to, plan for, and review suitable placement matching of children and young people, taking into account behaviours, dynamics between children, and future needs.
11. Coordinate and enable positive relationships between children and young people and their parents, family members, significant others, teachers and the community according to case plan goals and objectives.
12. Maintain positive community relationships including crisis management and conflict resolution, and provide a point of contact for community grievances.
13. Assume delegated responsibilities for the operation, set-up and security of houses, the care and safety of staff and residents, and be responsible for general maintenance of buildings, associated areas and vehicles according to departmental standards and procedure.
14. Provide safe and secure custody of buildings and equipment in accordance with Work, Health and Safety standards, and be responsible for safe food storage and preparation in accordance with health guidance.
15. Contribute to business planning and the development, implementation and review of policies, practices and procedures, and participate in workgroups, cross-agency information sharing and advisory forums.
16. Where relevant, take responsibility for the allocation, monitoring and adjusting of financial resources and associated administrative and accounting functions.
17. 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, Residential Care (direct line manager)
- Line management responsibility for a team
- Child and Youth Workers (DCP and agency staff)
- Central Rostering Team
- Case Managers and Social Workers
- Other government departments
- Non-government organisations
- Parents and carers where appropriate

**QUALIFICATIONS:****Essential:**

- Will be required to undertake and successfully complete the Certificate IV in Child, Youth and Intervention within twelve months of commencing employment.
- A current HLTAID004 – Provide Emergency First Aid in an Education Care Setting Certificate.
- Required to maintain a satisfactory psychological suitability assessment to work with children and young people during employment.
- A current South Australian driver's licence (P2 or above) and be able and willing to drive in the course of the duties.

**KEY SELECTION CRITERIA:**

- Experience in providing effective management and supervision of staff and resolve conflict, provide practical advice on a wide range of residential care practices, lead by example, and to contribute to the team's professional development.
- Ability to analyse problems and formulate solutions based on the practical interpretation of policies, procedures and relevant legislation.
- Demonstrated knowledge of child and adolescent development, issues facing children and young people who require care and protection, and the legislative framework (Children and Young Person (Safety) Act, the Young Offenders Act) surrounding children and adolescents.
- Capacity to anticipate the need for the development of programs and provide direction and technical advice on changes to existing programs.
- Experience in dealing with children and young people in residential care settings who are at risk through the application of crisis intervention theories and strategies including diffusion, negotiation and mediation.
- Demonstrated knowledge and commitment to promoting and creating a safe and inclusive work environment.

**CORE CAPABILITIES & EXPECTED BEHAVIOURS****Implements Change**

- Prepares for change
- Implements and monitors change
- Works with ambiguity in the workplace
- Has an appreciation of systems thinking

**Addresses Client Needs**

- Assists clients to articulate needs
- Satisfies client needs
- Exercises judgment to resolve client service issues
- Responds to enquiries
- Receives and gives directions

**Gives and Receives Workplace Feedback**

- 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

**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*



# Department for Child Protection

- Participates in meetings
- Makes presentations within the workgroup

## **Works Effectively in the Organisation**

- Applies information relating to the machinery of government
- Applies knowledge of organisational functions
- Applies knowledge of protocols

## **Builds and Maintains Internal and External Networks**

- Identifies key internal stakeholders
- Builds internal links with key internal stakeholders
- Participates in professional and community networks and forums to broaden and improve practice

## **Maintains and Enhances Confidence in SA Public Education and Care**

- Applies ethical standards
- Deals with ethical problems
- Understands the implications of and complies with relevant legislative, administrative, organisational and professional requirements, policies and processes

## **Contributes to Workgroup Activities**

- Establishes workgroup parameters
- Participates in the workgroup
- Assists workgroup members
- Recognises and values individual differences
- Works effectively with diverse clients and colleagues
- Keeps up-to-date and seeks continuous improvement in the professional discipline

## **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.
- 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.



		<p style="text-align: center;"><b>SPECIAL CONDITIONS</b></p> <ul style="list-style-type: none"> <li>• 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.</li> <li>• The incumbent is required to participate in psychological assessments of a kind determined by the Chief Executive as and when required by the Chief Executive.</li> <li>• The incumbent may be assigned to other duties and/or another location at this remuneration level or its equivalent, and the work may involve children up to 18 years of age.</li> <li>• Required to hold a current South Australian driver's licence (P2 or above) and be able and willing to drive in the course of the duties of their role.</li> <li>• The incumbent will be required to achieve performance targets as negotiated and mutually agreed with the Manager, Residential Care.</li> <li>• Some intra/interstate travel (including in small aircraft) may be required.</li> <li>• Some out of hours work may be required.</li> <li>• May be required to be on call on a rostered basis</li> <li>• May be required to perform duties in other locations/divisions/units dependent upon Departmental requirements.</li> <li>• The incumbent will be required to undertake Safe Environments for Children and Young People training and updated training as required.</li> <li>• A flexible approach to the taking of leave is required.</li> <li>• Australian residency or current works permit is required (responsibility of applicant to provide evidence of a current work permit).</li> </ul>
<b>Approval Date: 8<sup>th</sup> April 2022</b>		