

Quality and Safeguarding Co-Ordinator

Department for Child Protection

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

| | | | |
|--------------------------------------|--|---------------------|---|
| CLASSIFICATION: | AHP 2 | DIRECTORATE: | Quality and Safeguarding Directorate |
| REPORTS TO: | Manager, Quality and Safeguarding | FTE: | 1.0 |
| ROLES REPORTING TO THIS ROLE: | Nil | | |

ABOUT THIS ROLE:

The Quality and Safeguarding Co-ordinator is a role within the Department for Child Protection (DCP) and is accountable to the Manager, Quality and Safeguarding for monitoring the client incident management system, liaising with managers and incident reporters to manage reportable incidents, and ensuring up-to-date reporting and co-ordination of services. The role is responsible for an initial assessment of reportable incidents reported to the Incident Management Unit (IMU) to assist IMU leadership in the classification of reportable incidents for further action by the IMU. The Quality and Safeguarding Co-ordinator will contribute to the analysis and reporting of incident volumes, trends, and themes, undertake process audits and quality reviews. The Quality and Safeguarding Co-ordinator will work with operational leadership and governance to develop, implement and undertake quality assurance and audit programs across the directorate. The role will be responsible for initiating and maintaining effective collaboration relationships and networks with internal and external stakeholders and will be expected to contribute to a positive team environment. The role will model appropriate leadership and professionalism and use initiative and judgment to deliver complex tasks.

YOU WILL BE ADDING VALUE BY:

1. Contribute to the IMU's operations including the application of reportable incident reporting procedures and ongoing quality assurance for the reportable incident processes.
2. Undertake analysis and provide advice on the management of reportable incidents to DCP managers and contribute to effective management of reportable incidents through monitoring of outcomes, action plans and other processes.
3. Ensure up to date, timely and effective record keeping of all information assessed, correspondence or records and reports produced in line with procedural requirements for the management of reportable incidents.
4. Contribute to the ongoing business improvement of DCP's operations by identifying, analysing and assessing practice, policy and service delivery issues as identified through the management of reportable incidents and contribute to the development, implementation, evaluation and continuous improvement of business and operational systems for IMU.
5. Contribute to the development and implementation of the audit program and undertake a range of audit activity and reporting to strengthen practice and service delivery.
6. Contribute to the development, implementation and evaluation of learning and development programs for staff across the region to fulfill quality role and mandatory training requirements.
7. Support the development of systems critical in supporting, evaluating, and consistently ensuring ongoing improvement of client safety and quality of service delivery and care across DCP.
8. Use clinical, quality and practice knowledge and expertise and experience to provide advice and consultation to both internal and external stakeholders, management, and staff. Establish and maintain professional working partnerships and communication, in consultation with DCP operational staff, out-of-home care service providers and other internal and external stakeholders to highlight risk and improve the wellbeing and safety outcomes for children and young people in care.
9. Facilitate the preparation and dissemination of appropriate communication strategies and high quality, fit-for-purpose associated documentation to internal and external stakeholders in a timely manner and when required, prepare, and deliver presentations to internal and external stakeholders on the role and responsibilities of the IMU.
10. Maintain confidentiality and appropriately manage and disseminate sensitive information in accordance with legislative requirements.
11. Contribute to maintaining a safe and healthy work environment by taking personal accountability to ensure safety and wellbeing, 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, Quality and Safeguarding
- Principal Quality and Safeguarding Officer
- Director, Quality and Safeguarding
- Care Concern Management Unit
- Senior Executive and Managers across DCP
- DCP staff

External

- Other government and non-government organisations
- Senior Executive and Managers across DCP
- DCP staff

QUALIFICATIONS

Essential:

An appropriate Allied Health Professional degree or equivalent qualification which gives eligibility for full membership or entitles registration with the relevant Association/Board.

Desirable:

- Nil

YOUR CAPABILITIES:

- High level interpersonal skills and the ability to communicate clearly and constructively with key stakeholders on complex issues and utilise conflict mediation, negotiation and influencing skills to convey critical information in a clear, concise and timely manner.
- High level assessment and report writing skills and the ability to summarise critical information and communicate clear and succinct decision and assessment rationales.
- Demonstrated highly developed report writing and oral presentation skills, presenting complex issues and findings in writing, such as reports, recommendations, and briefing notes. along with ability to draw upon analytical skills, analysis complex problems and develop practical solutions.
- Demonstrated experience in planning, implementing, monitoring, reviewing, and reporting on quality systems.
- Experience in managing quality programs and policy development and knowledge of quality improvement methodology.
- Proven ability to work under limited direction and deal with conflicting priorities to achieve objectives and meet deadlines in a challenging and changing environment.
- Ability to contribute to the protection of children by evaluating the risk to the safety, well-being and development of children and young people in an alternative care environment.
- A broad understanding of child protection system in South Australia and current national and international trends in child protection practice.
- Demonstrated knowledge and understanding of the Children and Young Person (Safety) Act 2017 and other legislations relating child protection practice.
- Ability to receive and take on feedback and a commitment to ongoing professional growth and development.
- Demonstrated knowledge and commitment to promoting and creating a safe and inclusive work environment.

OUR COLLECTIVE RESPONSIBILITIES

SPECIAL CONDITIONS

- 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.

- 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 Manager, Quality & Safeguarding.



- 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*.
- You may be required to perform duties in other locations/divisions/units dependent upon Departmental requirements.



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 : 12 December 2024



Government of South Australia
Department for Child Protection