

Statement of Duties

Position Title: Support Worker	Position Number: Generic	Effective Date: February 2015
Group and Unit: Children and Youth Services - Operations		
Section: Child Protection Services	Location: South, North, Northwest	
Award: Health and Human Services (Tasmanian State Service)	Position Status: Permanent	
	Position Type: Full Time/Part Time	
Level: Health Services Officer 4	Classification: Health Services Officer	
Reports To: Manager, Child Protection (South)/Coordinator - Service Centre Operations (North and Northwest)		
Check Type: Schedule I	Check Frequency: Pre-employment	

Focus of Duties:

Under the supervision of the Manager/Coordinator, provide support to children, young persons and families who are subject to intervention under the Children, Young Persons and Their Families Act, with the aim to enable children to grow up in a safe and supportive environment, including providing transport and supervision of client access visits.

Duties:

1. Working under the direction of the Manager/Coordinator, undertake specific service delivery tasks as identified by the child protection case and care plan developed by the relevant case manager. This includes responsibility for maintaining accurate case notes of activities undertaken.
2. Provide supervision of access/contact visits between children/young persons and their parents and family members to ensure the safety and wellbeing of the child/young person and in line with legislative or care requirements.
3. Transport children, young persons and families to and from access visits, various appointments, school, sport and recreational activities.
4. Participate in care planning and review processes as required and facilitate the empowerment and individual support of clients.
5. Provide personal support of children, young persons and families in a range of environments, including access visits, school, recreational activities and transition to independent living.
6. Provide parenting support in a range of environments, including access visits, school, recreational and social activities.

7. Participate in learning and development activities to ensure professional growth and enhancement of services provided.
8. Actively participate in and contribute to the organisation's Quality & Safety and Work Health & Safety processes, including the development and implementation of safety systems, improvement initiatives and related training, ensuring that quality and safety improvement processes are in place and acted upon.
9. The incumbent can expect to be allocated duties, not specifically mentioned in this document, that are within the capacity, qualifications and experience normally expected from persons occupying positions at this classification level.

Scope of Work Performed:

- Responsible for the provision of support to clients as directed within operational guidelines and in line with legislation.
- Responsible for maintaining confidentiality in relation to clients.
- Responsible for accurate reporting in relation to clients.
- All work is performed in accordance with the *Work Health and Safety Act 2012*.

Essential Requirements:

Registration/licences that are essential requirements of this role must remain current and valid at all times whilst employed in this role and the status of these may be checked at any time during employment. It is the employee's responsibility to ensure that registration/licences remain current and to advise the Employer if their circumstances change. This includes notifying the Employer of any new criminal convictions and/or if a registration/licence is revoked, cancelled or has its conditions altered.

- Current Working with Children Registration.
- Current Driver's Licence.
- The Head of the State Service has determined that the person nominated for this job is to satisfy a pre-employment check before taking up the appointment, on promotion or transfer. The following checks are to be conducted:
 1. Conviction checks in the following areas:
 - a) crimes of violence
 - b) sex related offences
 - c) serious drug offences
 - d) crimes involving dishonesty
 - e) serious traffic offences
 2. Identification check
 3. Disciplinary action in previous employment check.

Desirable Requirements:

- A relevant Vocational Education and Training qualification from the Community and Health Sector training area.

Selection Criteria:

1. A good knowledge of the tasks performed by Children and Youth Services or the ability to quickly acquire that knowledge.
2. Demonstrated personal qualities including sensitivity and perseverance and the ability to work in an environment subject to work pressure and change and maintain a high level of confidentiality.
3. Good written, verbal and interpersonal skills including conflict resolution and negotiation skills.
4. Demonstrated capacity to operate within clear guideline and instructions.
5. Demonstrated ability to work within the context of government policies and procedures and the ability to maintain flexible work hours.
6. Demonstrated ability to engage with clients in a respectful and non-judgmental manner and an ability to use initiative and creative thinking.

Working Environment:

The Department of Health and Human Services (DHHS) and Tasmanian Health Service (THS) are committed to improving the health and wellbeing of patients, clients and the Tasmanian community through a sustainable, high quality and safe health and human services system, and value leading with purpose, being creative and innovative, acting with integrity, being accountable and being collegial.

State Service Principles and Code of Conduct: The minimum responsibilities required of officers and employees of the State Service are contained in the *State Service Act 2000*. The State Service Principles at Sections 7 and 8 outline both the way that employment is managed in the State Service and the standards expected of those who work in the State Service. The Code of Conduct at Section 9 reinforces and upholds the Principles by establishing standards of behaviour and conduct that apply to all employees and officers, including Heads of Agencies. Officers and employees who are found to have breached the Code of Conduct may have sanctions imposed.

The *State Service Act 2000* and the Employment Directions can be found on the State Service Management Office's website at <http://www.dpac.tas.gov.au/divisions/ssmo>

Fraud Management: The Department of Health and Human Services and Tasmanian Health Service have a zero tolerance to fraud. Officers and employees must be aware of, and comply with, their Agency's fraud prevention policy and procedure and it is the responsibility of all officers and employees to report any suspected fraudulent activity to their Director or line manager, the Director HR Management and Strategy or to the Manager Internal Audit. DHHS and THS are committed to minimising the occurrence of fraud through the development, implementation and regular review of fraud prevention, detection and response strategies, and are conscious of the need to protect employees who advise management of suspected fraudulent activity from reprisal or harassment, and to comply with its obligations under the *Public Interest Disclosure Act 2002*. Any matter determined to be of a fraudulent nature will be followed up and appropriate action will be taken. This may include having sanctions imposed under the *State Service Act 2000*.

Delegations: This position may exercise delegations in accordance with a range of Acts, Regulations, Awards, administrative authorities and functional arrangements mandated by Statutory office holders including the Secretary. The relevant Unit Manager can provide details to the occupant of delegations applicable to this position. DHHS and the THS have a zero tolerance in relation to fraud and in exercising any delegations attached to this role the occupant is responsible for the detection and prevention of fraud, misappropriation and other irregularities, and for ensuring that all officers and employees are aware of their Agency's fraud policy and reporting procedures.

Blood borne viruses and immunisation: Health Care Workers (as defined by DHHS and THS policy) with the Department of Health and Human Services and Tasmanian Health Service are expected to comply with their Agency's policies and procedures relating to blood borne viruses and immunisation, including against Hepatitis B. Depending on the level of risk associated with their duties, Health Care Workers may be required to demonstrate current immunity, previous seroconversion to Hepatitis B or immunity following vaccination.

Records and Confidentiality: Officers and employees of the Department of Health and Human Services and the Tasmanian Health Service are responsible and accountable for making proper records. Confidentiality must be maintained at all times and information must not be accessed or destroyed without proper authority.

Smoke-free: The Department of Health and Human Services and the Tasmanian Health Service are smoke-free work environments. Smoking is prohibited in all State Government workplaces, including vehicles and vessels.