

# Department of Communities Tasmania

## STATEMENT OF DUTIES

<b>Position Title</b>	Child Safety and Wellbeing Worker
<b>Position Number</b>	523996
<b>Division/Branch/Section</b>	Children, Youth and Families, Children and Families, Children's Advice and Referral Service
<b>Award/Agreement</b>	Allied Health Professionals Public Sector Unions Wages Agreement
<b>Classification</b>	Allied Health Professional Level 1-2
<b>Position Status*</b>	Permanent
<b>Position Type*</b>	Full-time
<b>Location</b>	South
<b>Reports to</b>	Team Leader
<b>Check Type</b>	Schedule I
<b>Check Frequency</b>	Pre-employment

*\* The above details in relation to Position Status and Position Type may be different when this position is advertised – please refer to the advertisement for vacancy details.*

## About Us

Communities Tasmania brings together a range of functions, programs and initiatives aimed at enhancing and improving the lives of all Tasmanians. To create strong, inclusive and proud communities the Department will collaborate with our community-based partners to empower individuals and families throughout Tasmania to lead fulfilling lives.

Communities Tasmania provides opportunities for all Tasmanians to participate in community life and sport and recreation; supports, protects and nurtures vulnerable children, young people and their families; delivers and facilitates specialist disability services; and provides services to support social and affordable housing. The services of Communities Tasmania are based in all major centres throughout Tasmania, therefore some roles may require intrastate travel.

The Children's Advice and Referral Service is a contact point for people seeking information, advice and assistance if they have concerns about a child and their family. The service provides information and advice about service options and other approaches for responding to the needs of children and families. When a child and their family need assistance the service may provide this through referral to another service, or in some circumstances if a child is



considered to be at risk, the service may refer the matter to the Child Safety Service for assessment.

## **Primary Purpose**

Child Safety and Wellbeing Workers will:

- Conduct safety and wellbeing conversations to identify the most appropriate response in regard to the best interests of the child.
- Provide information and advice in relation to service options and other approaches to support the child and their family.
- Use risk and safety assessment frameworks and skills to determine when a child may be at risk and initiate an appropriate protective response.
- Activate a strengths-based response where a child is considered to be at risk and where work with the family and their networks is necessary to build safety for the child within their family context.
- Provide information, advice and support to professionals and community members to build their capacity to work with families who are experiencing difficulties which are impacting the safety and wellbeing of their children.

## **Primary Duties**

1. Answer telephone calls and conduct in-depth conversations with callers about the safety and wellbeing of children and their families.
2. Provide information and advice in relation to service options and other approaches for improving the safety and wellbeing of children.
3. Assist in creating a clearer understanding with callers in relation to the difficulties facing children and families to determine and negotiate who is best placed to provide support, and what support can and will be offered.
4. Access professional advice from co-located and external partners where the complexities of concerns about a child and/or their family require specialist expertise.
5. Apply risk and safety assessment frameworks and skills to determine when a child may be at risk and initiate an appropriate protective response as needed.
6. Provide a summary to the Team Leader for presentation at the weekly review meeting in relation to children who have been considered to be at risk and who required assistance and monitoring of their safety.
7. Activate a strengths-based response where a child is considered to be at risk and where work with the family and their networks is necessary to build safety for the child within their family context.
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.

## **Level of Responsibility, Direction and Supervision**

Under general supervision from the Team Leader, Clinical Practice Consultant and Educator, or State Manager, the Child Safety and Wellbeing Worker will:

- Work within the Children's Advice and Referral Service team to undertake the primary tasks assigned.
- Work within designated delegations, legislative requirements, set guidelines and timeframes.
- Adhere to relevant Work Health and Safety legislation in order to perform duties.
- Use general guidelines, Departmental procedure manuals and documents to exercise professional judgement when working under limited direction.
- Undertake work with integrity and honesty, adhering to confidentiality requirements, and demonstrate a commitment to working with people who contact the Children's Advice and Referral Service.

## **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.*

- A Bachelor of Social Work or a Diploma of Community Welfare Work or other tertiary qualifications at Diploma or above level which includes units of case management/casework practice and supervised practical work placements in relevant fields.
- Current Driver's Licence.
- Current Tasmanian Working with Children Registration.
- 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:
  - I 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 (if Driver's Licence is an essential requirement)



- 2 Identification check
- 3 Disciplinary action in previous employment check.

## Selection Criteria

1. **Building Relationships:** demonstrated ability to establish rapport quickly and to develop and maintain professional relationships with callers that maximise the participation of professional callers and community and family members to ensure the best outcome for children and families.
2. **Casework:** knowledge and experience in assessment and casework intervention with individuals and families who have complex needs, together with knowledge of theoretical perspectives that relate to child protection practice, with an ability to apply this to identify strengths, articulate worries and formulate a mutual understanding of the required assistance.
3. **Interpreting and Analysing Information:** Capacity to draw upon relevant information, including alternate points of view and legislative requirements, to logically assess and analyse a situation, and utilise sound professional judgement to decide the best way forward.
4. **Communication:** Ability to confidently present both written and verbal messages, whilst seeking to respectfully understand a variety of stakeholder needs and tailor communication style and messages accordingly, even in complex and difficult circumstances.
5. **Self-management:** demonstrable use of consultation, supervision and reflective practice to inform professional practice, including a demonstrated capacity to be flexible self-motivated and show initiative, with evidence of a commitment to continuous learning in line with contemporary practice.
6. **Confidence and Independence:** Demonstrated ability to manage situations where there is a high degree of uncertainty and ambiguity and is able to skilfully use professional confidence and authority, together with well developed organisational and time management skills, with a proven ability to deal with competing demands within established timeframes.

## Values and Behaviours

We are a values-based organisation. Our aim is to attract, recruit and retain people who uphold our values and are committed to building a strong values-based culture. Our values and behaviours reflect what we consider to be important.





Communities Tasmania is committed to building inclusive workplaces and having a workforce that reflects the diversity of the community we serve. We do this by ensuring that the culture, values and behaviours of Communities Tasmania enable everyone to be respected in the workplace and to have equal access to opportunities and resources. We recognise and respect individual differences as well as people's career path, life experiences and education and we value how these differences can have a positive influence on problem solving, team dynamics and decision making within our organisation.

Communities Tasmania does not tolerate violence, especially violence against women and children.

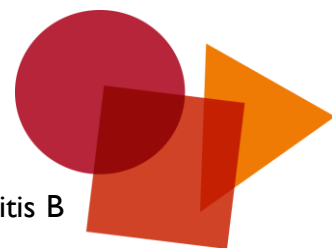
*State Service Principles and Code of Conduct:* The minimum responsibilities required of officers and employees of the State Service are contained in the *State Service Act 2000*. The State Service Principles at Sections 7 and 8 outline both the way that employment is managed in the State Service and 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:* Communities Tasmania has a zero tolerance to fraud. Officers and employees must be aware of, and comply with, the 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 Executive Director Capability and Resources or to the Manager Internal Audit. Communities Tasmania is committed to minimising the occurrence of fraud through the development, implementation and regular review of fraud prevention, detection and response strategies, and is 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 manager can provide details to the occupant of delegations applicable to this position. Communities Tasmania has 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 the Agency's fraud policy and reporting procedures.

*Blood borne viruses and immunisation:* Health Care Workers (as defined by Communities Tasmania policy) with Communities Tasmania are expected to comply with Agency 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 Communities Tasmania 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:* Communities Tasmania is a smoke-free work environment. Smoking is prohibited in all State Government workplaces, including vehicles and vessels.