

Department of Communities Tasmania

STATEMENT OF DUTIES

Position Title	Practice Manager
Position Number	Generic
Division/Branch/Section	Children, Youth and Families, Children and Family Services, Child Safety Service
Award/Agreement	Allied Health Professionals Public Sector Unions Wages Agreement
Classification	Allied Health Professional Level 4
Position Status*	Permanent
Position Type*	Full-time
Location	South/North/North West
Reports to	Principal Practice Manager
Check Type	Annulled
Check Frequency	Pre-employment

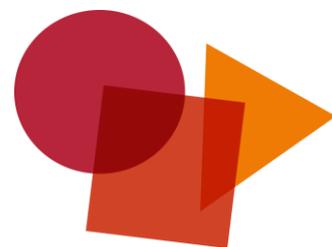
** The above details in relation to Position Status and Position Type may be different when this position is advertised – please refer to the advertisement for vacancy details.*

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.

Communities Tasmania creates an environment where children's safety and wellbeing is the centre of thought, values and action - we are responsive to the needs of families and communities that we engage with. We are a child safe organisation that puts the safety of children and young people first, creating a culture, adopting strategies and taking action to promote child wellbeing and prevent harm to children and young people.



Primary Purpose

As part of the CSS Allied Health Professional Level 4 leadership group, the Practice Manager provides day to day leadership and management of all practice within Child Safety Services, promoting and supporting high standards of ethical practice through the provision of mentorship, consultation, critical reflection on practice, and practice support and development within a Signs of Safety framework.

Provides leadership to and management of Practice Leaders within the Child Safety Service.

Primary Duties

1. Provide professional guidance, leadership, supervision, and direction to Practice Leaders, and where required Child Safety Officers, and facilitate a reflective learning culture within the service.
2. Role model leadership and practice in everyday operations consistent with the Signs of Safety Practice Principles, CYF organisational values and within the Child Safety Practice Framework.
3. Proactively enable a multiagency, multidisciplinary, and culturally responsive approach to achieving best outcomes for children, young people, parents, and carers by fostering relationships with senior clinicians and practitioners across key service partners and cultural communities.
4. Provide professional consultation and support to Practice Leaders to ensure staff are engaged in critical reflection on practice, building team skill, culture, resilience, cohesion and collaboration through regular individual and group conversations and activities.
5. Lead the development and implementation of regular collaborative case review.
6. Provide overall practice leadership through consultation and coordination to Practice Leaders, Child Safety Officers and Support Workers, on all client related matters supporting and role modelling measured and inclusive decision making.
7. Ensure high quality practice and service delivery that prioritises inclusive and culturally responsive decision making and ensures the voice of children, young people, parents, carers, and their nominated supports are heard and respected.
8. Provide consultation and, where required, lead practice with children, young people, parents, and carers who present as critical and complex, modelling practice excellence.
9. Foster practice that supports the engagement of children, young people, parents, and carers in providing feedback on the quality of service and provide timely and respectful leadership in responding to concerns received about practice.
10. Lead the implementation of quality improvement and practice governance strategies in everyday Child Safety Service practice conducting regular client file and case audits and leading serious case reviews when requested.
11. Ensure the safety and wellbeing of vulnerable people you may be working with (including children and young people) and immediately report any concerns, disclosures, allegations or suspicions of harm. Actively participate in and contribute to practices that



will ensure Communities Tasmania is a child safe organisation including reporting, record keeping and information sharing obligations.

12. Provide advice to Principal Practice Managers on matters related to quality improvement and practice governance, professional practice, and the development, implementation, monitoring and evaluation of professional standards.
13. 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.
14. 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

The Practice Manager will work independently, with broad direction provided by a Principal Practice Manager, and will make autonomous decisions within the context of legal and legislative requirements.

The occupant is responsible for leading specified and complex work and overseeing the day-to-day activities within CSS. The incumbent(s) will:

- Provide direct professional supervision and mentorship to Practice Leaders.
- Hold key decision making in relation to child safety issues that requires the application of professional judgement within a statutory and policy framework.
- Develop and maintain effective relationships with key stakeholders.
- Contribute to the management of human, financial, physical and information resources of CSS; and
- Ensure work is performed in accordance with Tasmanian Government legislation and policies and Agency policies, procedures, systems and processes.

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.

- Satisfactory completion of an appropriate course of study at a recognised tertiary institution.
- Current Tasmanian Working with Children Registration.



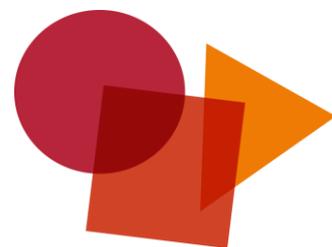
- The Head of the State Service has determined that the person nominated for this job is to satisfy a pre-employment check before taking up the appointment, on promotion or transfer. The following checks are to be conducted:
 - 1 Conviction checks in the following areas:
 - a) crimes of violence
 - b)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

Desirable Requirements

- A relevant tertiary qualification supported by substantial experience.
- Current Driver's License.

Selection Criteria

1. High level experience in, and provision of, child safety or a related human service, with a comprehensive understanding of the organisation, delivery and management of complex human/family services in the field of child safety.
2. High level assessment, analytical and conceptual skills.
3. Demonstrated knowledge and experience in the provision of professional supervision, mentorship, clinical support, and performance development for staff.
4. Demonstrated ability in operational planning and implementation of change and reform programs, to assist in the building of an integrated child safety system in an open, supportive and child focused organisational culture.
5. Highly developed communication and negotiation skills, together with extensive experience in developing, managing, and maintaining collaborative stakeholder networks and the ability to work collaboratively with senior executives and peers to achieve common objectives.
6. Demonstrated ability to undertake research and service review with the ability to develop and implement plans and evaluate outcomes leading to the efficient and effective management of service including financial, human, and physical resources.



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.



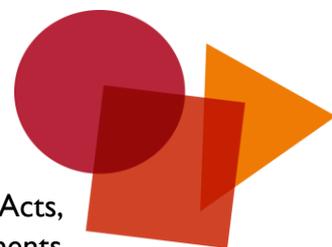
Communities Tasmania is committed to building inclusive workplaces and having a workforce that reflects the diversity of the community we serve. We do this by ensuring that the culture, values and behaviours of Communities Tasmania enable everyone to be respected in the workplace and to have equal access 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. We are a Child Safe Organisation and adhere to the National Principles for Child Safe Organisations.

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.