

Department of Communities Tasmania

STATEMENT OF DUTIES

Position Title	Policy and Program Support Officer
Position Number	513523a
Division/Branch/Section	Children Youth and Families, Ashley Youth Detention Centre, Community Youth Justice Programs
Award/Agreement	Health and Human Services (Tasmanian State Service)
Classification	General Stream Band 6
Position Status*	Fixed-term
Position Type*	Full-time
Location	North
Reports to	Director, Youth and Family Violence Services
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

The role of the Policy and Program Support Officer, is to ensure that the programs and services that are delivered to young people in contact with the youth justice system achieve enduring positive outcomes, meet agreed quality standards and promote safety, health and well-being. The occupant of the position will contribute to this role by:

- Providing Custodial (Ashley Youth Detention Centre) and Community Youth Justice staff with high level contemporary advice, coordination, development, and support for the ongoing effective and efficient delivery of contemporary services and programs for young people.
- Ensuring that custodial and community youth justice service provision and practice guides are consistent with policy direction and legislative frameworks.
- Delivering operational business improvement projects, and successful implementation of new initiatives through effective change management processes.
- Supporting Youth and Family Violence Services staff to achieve positive outcomes for young people by helping to strengthen the capacity of Custodial and Community Youth Justice to provide client-centred services by contributing to the implementation of strategic frameworks and the development of a continuous improvement framework.

Primary Duties

1. Provide a high level of research, analysis and contemporary advice on policy and/or project issues relevant to restorative justice and therapeutic responses for young people who are offending.
2. Develop options and put forward recommendations associated with the review of operational policies, guidelines and manuals in order to support contemporary best practice and to provide clear client pathways in order to meet current and future business needs.
3. Maintain effective collaborative working relationships with relevant stakeholders in Children Youth and Families, other areas of Communities Tasmania, other State and Federal agencies, the private and non-government sector as required.
4. Support the implementation and management of new initiatives and service improvements that promote better outcomes for young people and encourage innovative and integrated service provision.
5. Collate complex information and produce a range of written material including discussion papers, procedures, reports, submissions, briefing notes, minutes and correspondence.
6. 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.
7. 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.

8. 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

- Work is of a highly technical or complex nature with a varied range of activities.
- Required to work with sensitivity to the political and organisational context within which Communities Tasmania operates, and exercise initiative and sound judgement in liaising with a range of state agencies and other key stakeholders.
- Responsible for establishing and meeting deadlines and shifting priorities, in consultation with the Director, Youth and Family Violence Services, seeking advice and direction when required.
- Guidance and instruction may be received on the design or implementation of strategies, consistent with policy or regulatory requirements.

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 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
 - e) serious traffic offences (*if Driver's Licence is an essential requirement*)
 - 2 Identification check
 - 3 Disciplinary action in previous employment check.

Desirable Requirements

- A suitable tertiary qualification



Selection Criteria

1. Proven capacity to provide high quality strategic, conceptual and analytical advice to support business operations and the ability to contribute to operational policy development, evaluation of operational programs and to implement policy options to affected parties both inside and outside of Youth and Family Violence Services.
2. High level knowledge and understanding of the political, social and organisational environment in which Custodial and Community Youth Justice operates or ability to acquire such understanding.
3. Demonstrated project and change management skills and an ability to plan, organise and prioritise workload, with a commitment to task completion including the capacity to lead and manage complex activity.
4. High level interpersonal, communication and negotiation skills, including the ability to solve complex problems, work collaboratively with a wide range of people, develop effective working relationship and nurture support for change.
5. High level written communication skills and proven experience in the development, documentation and delivery of project and work outputs including the ability to produce accurate, well written, complex documents at a high level regarding sensitive issues within tight timeframes
6. High level team work and team building skills, including being able to clearly articulate project goals, working effectively with a wide range of people, towards the achievement of service improvement goals in an environment of change, completing priorities and ambiguity.

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.