

# Department of Communities Tasmania

## STATEMENT OF DUTIES

<b>Position Title</b>	Practice Leader (ARL)
<b>Position Number</b>	Generic
<b>Division/Branch/Section</b>	Children, Youth and Families, Children and Family Services, Child Safety Service
<b>Award/Agreement</b>	Allied Health Professionals Public Sector Unions Wages Agreement
<b>Classification</b>	Allied Health Professional Level 3
<b>Position Status*</b>	Permanent
<b>Position Type*</b>	Full-time
<b>Location</b>	South
<b>Reports to</b>	Practice Manager
<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.

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 Advice and Referral Line is a contact point for people seeking information, advice and assistance where 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.

The Practice Leader will lead, support, encourage and represent Child Safety and Wellbeing Workers openly and consistently in the day to day delivery of services to children, young people, parents, and carers. The Practice Leader acts as a role model for their team and the broader service.

## Primary Duties

1. Provide day-to-day professional practice guidance, leadership, supervision and direction to Child Safety and Wellbeing Workers and facilitate a reflective learning culture within the team and broader service.
2. Model the Signs of Safety and Child Safety Practice Principles ensuring the respectful behaviour shown to staff and service partners reflects the approach taken with families and carers.
3. Develop and maintain appropriate and effective relationships with government and non-government service partners in all regions and work collaboratively with the leadership team, to foster relationships with key service partners, to achieve best outcomes for children, young people, parents and carers.
4. Work closely with the Manager (ARL) and Practice Manager in the efficient management of human resources to ensure a full complement of Child Safety and Wellbeing Workers are available to fulfil service commitments to children, young people, parents and carers.
5. Provide a leadership and mentoring approach that grows the capacity of each member of the team, through routine observation and feedback to reinforce formal and informal learning and through regular team/group supervision.
6. Support a learning culture through the provision of professional mentorship for new and current staff to enable them to identify and plan their own professional development and effectively respond to practice challenges.
7. Lead the team's engagement in regular casework reflection and planning, collaboration and consultation, modelling practice leadership and promoting practice accountability.
8. Model leadership and promote accountability by taking ownership of decisions and encouraging the same in team members regarding the application of legislation, policies and procedures and professional judgement.
9. Present information at the weekly review meeting in relation to children who have been considered to be at risk and who require assistance and monitoring of their safety.



10. Undertake critical and high-level client contact, including dealing with complex enquiries, preparation of complex correspondence and provision of detailed information about the operations of the service.
11. Facilitate quality improvement activities in everyday client work, including conducting regular client surveys and appreciative inquiry activities and cooperate with all quality improvement initiatives as required including engaging in serious case review and regular client file audits.
12. 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.
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 Leader works autonomously with supervision provided by the Practice Manager and has overall responsibility for the health and safety of those under their direction, providing supervision in an efficient, effective, and safe manner.
- Delegations and decisions have a major impact on the operations of the work area and on the operation of the Agency. Responsible for the coordination of human, physical and financial resources of a team within the Child Safety program.
- The Practice Leader undertakes delegations within legislative requirements, set guidelines and time frames, including specific work health and safety responsibilities.
- Maintain any workplace under their control to a standard that complies with the Tasmanian Work Health and Safety Act.

### **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 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:
  - 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.

### **Selection Criteria**

1. Significant post graduate experience in the delivery of services to children, young people and their families with complex needs.
2. Evidence of contemporary experience and skill in leadership and the provision of supervision that promotes reflective practice.
3. High level knowledge and understanding of contemporary child protection practice and the capacity to support service reform.
4. Demonstrated contemporary leadership and management skills in an environment where there is a high degree of uncertainty and ability to use professional confidence and authority to ensure effective and efficient service delivery.
5. Demonstrated strategic, conceptual, analytical and creative skills, including an ability to understand and identify relevant issues in the political, social and organisational environment.
6. Demonstrated evidence of highly developed interpersonal and oral communication skills, including the ability to build productive relationships with stakeholders and effectively communicate and resolve complex issues under general direction.



## 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.