



Support Worker

STATEMENT OF DUTIES		April 2020
Number	Generic	
Portfolio	Service for Children and Families	
Branch	Child Safety Service	
Section	N/A	
Sub-Section/Unit/School	N/A	
Supervisor	Service Development Manager	
Award/Agreement	Health and Human Services (Tasmanian State Service)	
Classification	Health Services Officer Level 4	
Employment Conditions	Permanent, Full time / Part time	
Location	South, North, North West	
Check Type	Schedule I	
Check Frequency	Pre-employment	

Context

Department for Education, Children and Young People 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. Department for Education, Children and Young People 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

Department for Education, Children and Young People are based in all major centres throughout Tasmania; therefore, some roles may require intrastate travel.

Primary Purpose

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.

Level of Responsibility/Direction and Supervision

- 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 legislation.

The Department has a range of delegations in operational areas including Finance, Human Resources and Facilities. The occupant is responsible for ascertaining the delegations that are assigned to these duties and is expected to exercise any applicable delegations prudently and in accordance with any specified limitations.

Primary 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. 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.

9. 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.
10. 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.

Selection Criteria

Employment in the State Service is governed by the *State Service Act 2000* and employment decisions must be based on merit. A decision relating to appointment or promotion is based on merit if:

- an assessment is made of the relative suitability of the candidates for the duties; and
- the assessment is based on the relationship between the candidates' work-related qualities and the work-related qualities genuinely required for the performance of the duties; and
- the assessment focuses on the relative capacity of the candidates to achieve outcomes related to the duties; and
- the assessment is the primary consideration in making the decision.

Work-related qualities might include skills and abilities; qualifications, training and competencies; standard of work performance; capacity to produce required outcomes; relevant personal qualities; and demonstrated potential for future development.

The following specific selection criteria must be addressed by candidates. The nominated position objective and duties contained in this statement of duties must also be used to assist in the interpretation of these 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.

Requirements

Registration/licences that are essential requirements of this role must always remain current and valid 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.

Essential

- The *Registration to Work with Vulnerable People Act 2013* requires persons undertaking work in a regulated activity to be registered. A regulated activity is a child related service or activity defined in the *Registration to Work with Vulnerable People Regulations 2014*. This registration must always remain current and valid whilst employed in this role and the status of this may be checked at any time during employment.
 - Current Tasmanian Registration to Work with Vulnerable People (Registration Status – Employment)
- 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 actions in previous employment check.

Desirable

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

Working within the Department for Education, Children and Young People

The Department is responsible for the following areas within Tasmania.

- Tasmanian Government Schools
- Child Safety
- Youth Justice
- Out of Home Care

- Libraries Tasmania
- Child and Family Learning Centres.

This is a department built entirely for children and young people and their communities. Our ultimate goal is to work together to ensure that every child and young person in Tasmania is known, safe, well and learning. The child is at the centre of everything we do, and the way we do it.

We work collaboratively across disciplines to combine knowledge, experience, and ways of working to benefit children and young people.

However, we are a new Department – established in October 2022 – and we are still working together to build our Strategy and our culture and values. This work will be continuing into 2023, and we want all staff to be involved in this.

Values, Behaviours and Workplace Diversity

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.

Our department 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 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.

State Service Principles and Code of Conduct

Employment in the State Service is governed by the *State Service Act 2000*. All employees are responsible for ensuring that the standards of behaviour and conduct specified in the State Service Principles and Code of Conduct are adhered to. All employees are expected to act ethically and with integrity in the undertaking of their duties. Employees who breach the code of conduct may have sanctions imposed.

The State Service Principles and Code of Conduct are contained in the *State Service Act 2000* and can be found on the State Service Management Office website at <http://www.dpac.tas.gov.au/divisions/ssmo> together with Employment Direction No. 2 *State Service Principles*. All employees must read these and ensure they understand their responsibilities.

All employees are expected to utilise information management systems in a responsible manner in line with the DECYP Condition of Use policy statement located at [Department for Education, Children And Young People: Information technology policies](#)

Work Health and Safety

The Department is committed to high standards of performance in respect of work health and safety. All employees are expected to promote and uphold the principles of fair and equitable access to employment/promotion, personal development and training and the elimination of workplace harassment and discrimination.

In accordance with the *Work Health and Safety Act 2012*, all employees whilst at work are expected to participate in maintaining safe working conditions and practices and take reasonable care for their own health and safety, ensuring their actions do not adversely affect the health and safety of others. All employees are expected to comply with any reasonable instruction given by the Agency to ensure compliance with the Act and collaborate with Agency work health and safety policies, procedures, and guidelines.

We are committed to providing a safe workplace for all employees and have zero tolerance to all forms of violence. The Department is a smoke-free work environment, and smoking is prohibited in all State Government workplaces, including vehicles and vessels.

Information & Records Management and Confidentiality

All employees are responsible and accountable to:

- Create records according to the business needs and business processes of their business unit or school that adequately document the business activities in which they take part.
- Register documents in an approved Business Information Management System.
- Access information for legitimate work purposes only.

All employees must not:

- Destroy delete or alter records without proper authority; or
- Remove information, documents, or records from the Department without permission.

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.

The Department 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 Fraud and Corruption Control Policy and reporting procedures.

Fraud Management

The Department has a zero tolerance to fraud. Officers and employees must be aware of, and comply with, the Agency's Fraud and Corruption Control 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 or to the Manager Internal Audit.

We 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.

Category/funding/restrictions: Permanent or Fixed Term. Cost code: Specified for the School/College or Business Unit.

HR Office use only:

APPROVED BY HRM DELEGATE: 973874 – Assistant Director Strategic Recruitment and Payroll Operations

Request:

Date Duties and Selection Criteria Last Reviewed: 04/20 DCT
