

# Manager – Statewide Children’s Advice and Referral Service

STATEMENT OF DUTIES

MAY 2018

Number	523958
Portfolio	Keeping Children Safe
Branch	Advice and Referral Line
Section/Unit/School	N/A
Supervisor	Director Children and Families
Award/Agreement	Allied Health Professionals Public Sector Union Wages Agreement
Classification	Allied Health Professional Level 5, Grade 3
Employment Conditions	Permanent, Full-time
Location	South
Check Type	Annulled
Check Frequency	Pre-employment

## Context

Department for Education, Children and Young People bring 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 provide 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.

Department for Education, Children and Young People create an environment where children's safety and wellbeing are 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

Provide leadership to and management of an integrated state-wide advice and referral service, in accordance with the principles of the Children's Advice and Referral Alliance, Agency policy, directions and legal requirements, within a framework of agreed client outcomes, service performance measures and resource levels.

As a pivotal position within the Children's Advice and Referral Alliance and a member of Children and Youth Services, this position sits within a program of human service reform that places priority on effective stakeholder engagement and partnership to ensure the safety and wellbeing of Tasmanian children.

Develop and maintain highly effective and productive relationships and manage networks with a broad range of internal and external stakeholders.

## Level of Responsibility/Direction and Supervision

The Manager – State-wide Children's Advice and Referral Service will work independently, with broad direction provided by the Director - Children and Families and will make autonomous decisions within the context of legal and legislative requirements in relation to the Children's Advice and Referral Service. The occupant is responsible for:

- Management of the Children's Advice and Referral Service within the Children and Youth Services business unit, including management of assigned human, physical and financial resources.
- Ensuring the highest standards of quality, accuracy, and timeliness of advice.
- Key decision making in relation to child safety issues that requires the exercise of professional judgement within a statutory and policy framework.
- Demonstrating advanced capacity in the implementation of an effective service delivery model within the Children's Advice and Referral Alliance and Child Safety Service.
- Demonstrating advanced management capability in assisting the Director - Children and Families in the strategic development and operations of the Child Safety Service and the Children's Advice and Referral Alliance, including the efficient and effective use of resources.
- Within the state-wide framework, setting objectives and managing outcomes for the Child Safety Service that remain aligned with and contribute to the human services

group strategic directions as well as responsive to the needs of the local community.

- Facilitating an integrated approach to service delivery which recognises the importance of collaborative relationships with key Government and non-Government stakeholders.

It is the responsibility of the occupant to actively participate, promote and model behaviours which are consistent with the Department's commitment to the safety and wellbeing of children and young people. This includes the prevention, identification and reporting of child abuse and behaviours which are not consistent with the Department's values.

The occupant is responsible for complying with all Agency policies and procedures, including those relating to fraud and corruption control, record management, confidentiality, conduct and behaviour, mandatory reporting, education, training and assessment.

The Department has a range of delegations across the operational portfolio's which include Finance, People Services and Support (HR) 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 a range of Acts, Regulations, Awards, administrative authorities and functional arrangements.

## Primary Duties

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1. Provide high level leadership, supervision, and support to all staff within the Children's Advice and Referral Service & develop Team Leaders to optimise team capacity to achieve outcomes for children and their families, and coordinate and lead the provision of professional advice to Children's Advice and Referral Service staff, Managers, and stakeholders.
2. Foster high level stakeholder engagement and partnerships that build network relationships across government and non-government services and strengthen the Children's Advice and Referral Alliance.
3. Direct and lead the weekly referral review meeting, ensuring close monitoring of the progress of children and the performance of government and non-government services and the Children's Advice and Referral Alliance against key indicators.
4. Provide high level leadership, supervision and support to Children's Advice and Referral Regional Liaison officers (Community Based Team Leaders) to enable the building of effective and constructive partnerships with regional Child Safety services and Children's Advice and Referral Alliance partners.

5. Provide leadership in the establishment of high level ethical and professional standards and practice through the coordination of complex case consultation, critical reflection on practice, review of critical workplace incidents, mentorship, and practice development activities so that the full needs of clients are properly assessed and supported to achieve positive outcomes.
6. Provide high level consultative advice and support to the Assistant Deputy Secretary CYS and other senior managers on issues relating to child safety intervention, theoretical and ethical considerations and best practice approaches across the Children's Advice and Referral Service.
7. Provide high level authoritative advice and support to the Director - Children and Families on issues relating to the development, implementation and ongoing role of the integrated Children's Advice and Referral Service.
8. Proactively lead the development, implementation, and management of an integrated services approach within Children and Youth Services, consistent with the Agency's significant reform program within the Child Safety Service.
9. Develop, implement, and review management and clinical systems and processes that ensure effective and efficient provision of the state-wide Children's Advice and Referral Service and provide positive client outcomes and meet key performance indicators.
10. Identify, develop, and implement strategies to facilitate ongoing and sustained improvements within the Children's Advice and Referral Service, ensuring effective communication, involvement, and participation of staff.
11. Foster a culture and philosophy of effective frontline service delivery, cooperation, teamwork, commitment to excellence, and a professional ethic which ensures that the Children's Advice and Referral Service meets Departmental and broader service network priorities.
12. Actively participate in the development of collaborative linkages for integrated service delivery within the Child Safety Service, and other service provision areas, including Government and non-Government agencies and within the business unit.
13. Prepare high level oral and written advice on child safety and wellbeing and prepare complex submissions, reports, briefings, and correspondence as required.
14. Provide effective management of the human, physical and financial resources of the Children's Advice and Referral Service.
15. 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 Department for Education, Children and Young People is a child safe organisation including reporting, record keeping and information sharing obligations.

16. 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.
17. 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.
18. In accordance with the *Work Health and Safety Act 2012* the incumbent will actively participate in and contribute to the maintenance of safe working conditions and practices, including the development and implementation of improvement initiatives, safeguarding practices and all mandatory training requirements.

## Selection Criteria

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.

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1. High level experience in, and knowledge of, child protection or a child and family services field with an understanding of the complex environment of community and health service delivery and the impact of this environment on vulnerable children and families, together with extensive experience in high level management and leadership of clinical professionals and the ability to manage financial, human, and physical resources and monitor efficiency and effectiveness in this context.
2. Demonstrated ability in the operational planning and management of a significant reform program to build a newly integrated child protection system in an open, supportive and child focused service network culture.
3. Extensive practice experience in the child safety field with advanced knowledge of child safety theory and its application, as well as experience facilitating and leading reflective practice activities in a child safety environment, and the ability to effectively review practices to ensure appropriate standards are continuously maintained.
4. High level strategic, conceptual, analytical, and creative skills, with the ability to understand the political, social, and organisational environment impacting on the Agency and the broader service network, together with experience in planning and prioritising complex and diverse activities in a dynamic and multidisciplinary environment.
5. High level interpersonal, communication, mediation, and conflict resolution skills with the demonstrated ability to advance productive partnerships and working relationships with government and non-government organisations, together with the ability to represent Children and Youth Services and the Children's Advice and Referral Alliance and identify and negotiate mutually acceptable solutions in situations of differing interest.

6. Demonstrated skills in the continuous improvement of service delivery environments and a demonstrated ability to meet key performance indicators, together with the proven ability to be adaptable and flexible to achieve results in an environment of change, ambiguity, and pressure.
7. A demonstrated capacity to commit to the Department's values, with the ability to apply them through individual behaviours and actions.

## Requirements

Registration/licences that are essential requirements of this role must remain current and valid at all times whilst employed and the status of these may be checked at any time during employment. It is the employee's responsibility to advise the Department if there is any change to the status of a registration/licence. This includes notifying the Department of any new criminal charges or convictions and/or if a registration/licence is revoked, cancelled or has conditions applied.

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### **Essential**

- Current Tasmanian Registration to Work with Vulnerable People (Registration Status – Employment)
- Satisfactory completion of an appropriate course of study at a recognised tertiary institution, and registered with the relevant Board or, in the case of unregulated professions, eligible for membership of the relevant professional association.
- 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**

- Relevant post-graduate qualifications

## Working within the Department for Education, Children and Young People

Our values of **Connection, Courage, Growth, Respect, Responsibility** represent the foundation of our Department's culture and guide us in all that we do to ensure **Bright lives. Positive futures** for every child and young person in Tasmania.

We bring our values to life through our everyday behaviours and actions. We want to attract, recruit and retain people who uphold these values and are committed to building a strong values-based culture.

Our Department is committed to building inclusive workplaces and a workforce that reflects the diversity of the community we serve. We do this through a culture that ensures everyone is respected, and has 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.

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

Employment within the Department 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](#)

## Commitment to Children and Young People

This is a Department built entirely for children, 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.

The Department is committed to providing a culturally safe environment which upholds the safety and wellbeing of all children and young people in Tasmania. The Department's Safeguarding Framework, *Safe. Secure. Supported.* underpins this commitment.

All employees must demonstrate and model behaviours which value and respect children and young people, show a commitment to child safety and wellbeing, and display an understanding of the developmental needs of children and culturally safe practices relevant to their position.

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**APPROVED BY PSS DELEGATE:** 973874 – Assistant Director Strategic Recruitment and Payroll Operations – DATE  
Request:

Date Duties and Selection Criteria Last Reviewed: insert month/year and initial e.g. 05/17 PMG

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