

Service Development Practice Advisor

STATEMENT OF DUTIES

JULY 2021

Number	Generic
Portfolio	Keeping Children Safe
Branch	Services for Children and Families
Section/Unit/School	Child Safety Service
Supervisor	Service Development Manager
Award/Agreement	Allied Health Professionals Public Sector Union Wages Agreement
Classification	Allied Health Professional Level 4
Employment Conditions	Permanent, Full-time 76 hours per fortnight, 52 weeks per year including 4 weeks annual leave.
Location	Statewide
Check Type	Annulled
Check Frequency	Pre-employment

Context

Department for Education, Children and Young People (DECYP) 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.

DECYP 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 DECYP are based in all major centres throughout Tasmania; therefore, some roles may require intrastate travel.

DECYP creates 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

As part of the Child Safety Service (CSS) leadership group, the Service Development Practice Advisor provides the Manager - Service Development with contemporary and well-informed practice advice and support and provides leadership in undertaking activities to enable the development of effective, efficient and child and family centred services, workforce management and project initiatives to enable best outcomes for children and young people.

The Service Development Practice Advisor provides leadership to, and management of, Practice Leaders within the CSS as required.

Level of Responsibility/Direction and Supervision

The Service Development Practice Advisor receives line management from the Manager - Service Development and practice supervision from the Principal Practice Manager as part of the CSS leadership group. The Service Development Practice Advisor is expected to work with limited direction to complete the duties associated with this position.

The Service Development Practice Advisor is responsible for leading specified and complex work and supporting the day-to-day professional workforce management within CSS. The occupant will:

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

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

1. Provide leadership and support in the development of organisational culture and service systems to facilitate the pursuit of safe, sustainable, quality services for children, young people, parents, and carers, ensuring service delivery is centred on the needs of children and their caregivers.
2. Role model leadership and practice in everyday operations consistent with the Signs of Safety Practice Principles, the organisational values and within the Child Safety Practice Framework.
3. Provide high level contemporary practice advice to the Manager - Service Development, reflecting current practice needs and challenges, including service gaps, to support the strategic development of service agreements and partnerships across government and non-government service to enable better outcomes for children, young people, parents, and carers.
4. Provide direct assistance and practice advice to the Manager – Service Development to support ongoing strategic improvements in overall workforce management, including supporting the strategic and timely recruitment, retention, leave management and safe work practices of the Child Safety Service.
5. Provide leadership and operational support to Practice Leaders and Practice Managers to optimise workforce capacity to achieve best outcomes for children, young people, parents, and carers.
6. Proactively manage relationships between the CSS workforce, clinical and service management and People and Culture to ensure workforce planning activities, opportunities, and issues in sustaining the establishment of clinical Child Safety Service positions, are integrated and well managed.
7. Provide contemporary practice advice to the Manager - Service Development, to support sound management of the financial, physical, and human resources of regions to achieve agreed service and client outcomes within the allocated budgets.
8. In collaboration with regional Child Safety Service clinical and service development managers, establish, maintain, and review the Child Safety Service Emergency Afterhours roster, ensuring a continuum of appropriate staffing to provide and manage a safe service response.

9. 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.
10. Take a lead role in the review of service delivery planning for the Child Safety Service region and provide input into determining service delivery priorities.
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 DECYP is a child safe organisation including reporting, record keeping and information sharing obligations.
12. 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.
13. 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.

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. Demonstrated knowledge and experience in the provision of professional supervision, mentorship, clinical support, and performance development for staff.
3. 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.
4. 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.
5. Demonstrated high level assessment, analytical and conceptual skills.
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.

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.

Essential

- Current Tasmanian Registration to Work with Vulnerable People (Registration Status – Employment)
- A tertiary qualification approved by the relevant National Board, for example a Bachelor of Social Work, and eligibility for membership with the relevant National Board or professional association; or
- An alternative tertiary qualification (AQF Level 7 Qualification) in a discipline considered relevant to the duties, for example Bachelor of Arts with a Major in Psychology, Bachelor of Youth Work, Bachelor of Psychological Science; or
- An Associate Degree, Advanced Diploma or Diploma (AQF Level 5 or 6 Qualification) in a discipline considered relevant to the duties, for example a Diploma in Community Services.
- 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

- Substantial experience in the delivery/management of human/family services.
- Current Driver's Licence

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.

APPROVED BY PSS DELEGATE: 973874 – Assistant Director Strategic Recruitment and Payroll
Operations – JULY 2021
Request:
Date Duties and Selection Criteria Last Reviewed: 07/21 DCT
