

Practitioner – After-hours

STATEMENT OF DUTIES		AUGUST 2024
Number	Generic	
Portfolio	Keeping Children Safe	
Branch	Services for Children and Families	
Section	After-hours Service	
Sub-Section/Unit/School	N/A	
Supervisor	Practice Leader – After-hours	
Award/Agreement	Allied Health Professionals Public Sector Unions Wages Agreement	
Classification	Allied Health Professional 1-2	
Employment Conditions	Permanent or fixed-term, part-time, full time or casual, working up to 76 hours per fortnight, 52 weeks per year including 4 weeks annual leave. A combination of day, afternoon and night work, including availability for call-out as rostered	
Location	North, Northwest, South	
Check Type	Schedule I	
Check Frequency	Pre-employment	

Context

The Keeping Children Safe portfolio take purposeful and meaningful action to keep children and young people safe and well.

Within the portfolio, Children and Families Services work with children, young people, families, and their networks to help them reach their goals so that children and young people are safe and well. The service has a strong focus to continuously improve and grow our services to get the best outcomes for those who need our help.

Our services are delivered by a professional workforce committed to working together to keep children, young people and their families at the centre of everything we do.

Primary Purpose

This position will be instrumental in operating the new and innovative After-hours Service within Services for Children and Families. The After-hours Service will deliver quality services for all client-facing program areas of Services for Children and Families, outside of regular business hours. Occupants in this position will work with family, networks and other professionals to resolve problems and keep children safe. This includes:

- Support for children and young people in care, in accordance with their care plans, their views and wishes.
- Receiving and assessing notifications in relation to children and young people at risk of harm from abuse or neglect, which arise outside of business hours, and undertake statutory intervention when required.

Practitioners are Authorised Officers under the *Children, Young Persons and their Families Act 1997* and are expected to work in accordance with section 20 of the Act. As a State Service employee, the Practitioner is also required to work under the Code of Conduct contained in the *State Service Act 2000*.

Level of Responsibility/Direction and Supervision

The occupant will work within all legislative requirements, set guidelines and time frames, including the relevant Work Health and Safety legislation, whilst performing duties.

The incumbent will work with integrity and honesty, adhering to confidentiality requirements and demonstrating a commitment to working with children, young people, and their families, as well as care team members and the wider community.

The occupant will work as part of a statewide team, and together with other providers and service partners to deliver services which meet the needs of children, young people, and their families outside of normal business hours.

The occupant reports directly to the Practice Leader - After-hours service, utilising technology-based functions for support, direction, mentoring and supervision in their day-to-day work, as well as utilising Departmental procedure manuals and documents, and general guidelines, in exercising professional judgement when working under limited direct supervision.

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

- I. Respond with effective communication to all incoming, emergent, and critical after-hours enquiries in a professional and efficient manner, applying legislative, policy and practice requirements and key practice models including the 'Feel Safe. Are Safe.' practice approach, exercising sound judgement and decision making and seeking advice where required.

2. Respond to all enquiries in a child-centred, trauma-informed manner through the following processes:
 - Problem-solve with children and young people for issues arising outside of business hours to ensure their safety and well-being.
 - Provide support, direction and guidance consistent with a child's care plan and assessments.
 - Engage with families, carers and networks in constructive and meaningful ways, using clear and straightforward language, to develop rapport and enable appropriate solutions and strategies to be identified.
 - Undertake risk assessment and develop plans to build safety using identified protective factors and strengths.
 - Exercise legal delegations as an Authorised Officer and functions pursuant to *The Children, Young Persons and their Families Act 1997*.
 - Support caregivers by encouraging responses to promote high quality, safe care for children and young people that is focused on supporting positive life outcomes.
 - Identify, plan and complete any required follow-up with clients, and complete accurate records on relevant information systems.
3. Effectively communicate and negotiate with other Government and community sector providers to initiate and form partnership approaches to respond in a sound and pragmatic manner to complex needs which arise and require an after-hours response.
4. Participate in professional supervision and development activities to grow in practice skill and knowledge, and to maintain knowledge of legislative and other requirements.
5. Engage with clients and colleagues in a manner that is culturally safe, respects diversity, values connection and seeks to provide a service of excellence.
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 Department for Education, Children and Young People is a child safe organisation, including reporting, record keeping and information sharing obligations.
7. 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. Knowledge of and/or experience in the assessment and intervention of children, young people and families who have complex needs, together with the knowledge of theoretical perspectives that relate to child safety practice and the ability to apply this in a service delivery context.
2. Demonstrated interpersonal and communication skills with the capacity to listen, question and support interventions, and to respectfully understand a variety of stakeholder needs, tailoring the communication style, method and message accordingly, even in complex and difficult circumstances.
3. Ability to document case notes and other records professionally and clearly, including information gathered, professional considerations and final decisions or actions.
4. Demonstrated capacity to collaborate with others and to meet agreed plans through identifying and initiating contact with key individuals and/or groups who can provide information, support, expertise, or assistance in supporting the safety of children and young people.
5. Ability to draw upon relevant information, including alternate points of view and legislative requirements, to logically assess and analyse a situation, and use sound professional judgement to decide the best way forward.
6. Demonstrated ability to manage competing demands as part of a small team, and plan and prioritise workload with the capacity to be flexible, self-motivated, show initiative and exercise professional authority appropriately.
7. Demonstrated sound self-management skills, self-awareness, and emotional maturity, with the ability to understand the personal impacts of child safety work and implement strategies for managing stress and building resilience.

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 ensure that registration/licences remain current and 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

- 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 remain current and valid at all times 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)
- 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.
- 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

- Relevant experience in case management/casework practice within a child safety or similar context or experience within the broader human/family services sector in particular child/maternal health, mental health, drug and alcohol, community health or youth health.

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

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.

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 – DATE

Request:

Date Duties and Selection Criteria Last Reviewed: SW 08/24
