

# Operations Coordinator

STATEMENT OF DUTIES

SEPTEMBER 2012

Number	Generic
Portfolio	Services for Youth Justice
Branch	Ashley Youth Detention Centre
Section/Unit/School	NA
Supervisor	Operations Manager
Award/Agreement	Health and Human Services (Tasmanian State Service) Award
Classification	General Stream Band 5
Employment Conditions	Permanent, Full-time/Part-time
Location	North
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 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

- Ensure that all client services and programs are undertaken in a therapeutic, safe and secure environment and conform to Agency principles, practices, standards and legislation relevant to youth justice services.
- Participate in the development, promotion and implementation of operational standards and practices for youth justice services.
- Develop and contribute to an effective operational team environment through communication, support, mentoring, guidance and constructive feedback.
- Provide leadership to youth workers that displays high levels of ethical and professional behaviour to ensure a safe, secure therapeutic care environment for young people and staff.

## Level of Responsibility/Direction and Supervision

- Work will be undertaken under general supervision and direction from the Operations Manager. The occupant will be required to exercise judgement and initiative consistent with the possession of sound knowledge in this area.
- Provide leadership and support to Unit staff and ensure the effective management of financial and human resources.
- Responsible for the provision of operational coordination and supervision of Youth Workers consistent with Centre policy, legislative requirements and Agency directives.
- Maintain the workplace to a standard that complies with the Work Health and Safety Act.

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. Coordinate and monitor the delivery of therapeutic intervention strategies ensuring that activities comply with approved client case management plans and behaviour incentive tools.
2. Provide supervision and performance development to youth workers to maximise the development and appropriate skill mix of staff within a team environment. Support the ongoing learning and practice development of trauma informed responses to young person's behaviour and the promotion of positive outcomes for young people in custody.
3. Ensure transparency of practice and continuity of service through continuous improvement, and evaluation of staff performance.
4. Ensure operational staff training needs are communicated and actioned. Contribute to the development and delivery of staff training as required.
5. Coordinate all staffing arrangements for operations, escorts and roster requirements, including backfill and annual leave.
6. Provide advice to the Operations Manager to ensure the physical condition and integrity of the centre is maintained at the highest possible level.
7. 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.
8. 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.
9. 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. Demonstrated understanding of adolescent development issues including the ability to identify factors contributing to youth offending.
2. Demonstrated experience in the co-ordination and monitoring of human and physical resources, including the ability to provide staff supervision and performance

management according to Agency policy and standards. A proven ability to provide leadership and promote a team environment, including an ability to be adaptable and flexible, working within an environment subject to work pressure, competing priorities, ambiguity and change.

3. Good written and verbal communication skills and well developed interpersonal skills, including the ability to contribute to effective decision making at a senior level.
4. Demonstrated skills in the development, implementation, monitoring and evaluation of operational procedures.
5. Understanding of casework principles and the ability to actively implement and monitor casework strategies that meet rehabilitation, education, vocation and recreation needs of young people in custody.
6. Commitment to the promotion of a professional learning environment, including the capacity to provide training for all Unit staff in the application of procedural and operational standards and practices.
7. Knowledge of the Agency's Mission and Goals and a restorative justice framework for Youth Justice and the ability to translate this into practice within a multi-disciplinary setting.
8. Demonstrated commitment to the principles of workplace diversity and broad experience in the systemic approach to Work Health and Safety, particularly risk management.
9. 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)
- 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

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- c) serious drug offences
  - d) crimes involving dishonesty
  - e) serious traffic offences
- 2 Identification check
  - 3 Disciplinary actions in previous employment check

**Desirable**

- Formal educational qualifications relevant to the provision of services for young people.

## 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 – September 2012  
Request:  
Date Duties and Selection Criteria Last Reviewed: 09/12 DCT

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