

Support Worker

STATEMENT OF DUTIES

OCTOBER 2024

Number	Generic
Portfolio	Keeping Children Safe
Branch	Child Safety Service
Section/Unit/School	N/A
Supervisor	Senior Support Worker or Relevant Manager/Supervisor
Award/Agreement	Health and Human Services (Tasmanian State Service) Award
Classification	General Stream Band 3
Employment Conditions	Permanent/Fixed-term, Full-time/Part-time Working 76 hours per fortnight, 52 weeks per year including 4 weeks annual leave. Some intrastate travel may be required.
Location	Statewide
Check Type	Schedule 1
Check Frequency	Pre-employment

Context

Services for Children and Families works with children, young people, families and their networks to help them reach their goals so that children and young people are known, safe and well. We continually 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

Within this context the support worker will provide assistance and support to children, young people and their families subject to intervention under the *Children, Young Persons, and Their Families Act 1997* enabling children to grow up in a safe and supportive environment, by providing transport, cultural support, disability support, medical support, and supervision over family time visits.

Level of Responsibility/Direction and Supervision

The incumbent of this role will have a significant influence on service delivery performance and the outcomes of the work unit, undertaking their duties independently, under the guidance of the relevant Manager/Supervisor.

The occupant is responsible for:

- Supervising family time visits and transporting children/young people to their parents and family members, in an environment that can be subject to risk and unpredictability.
- Regularly adapting work methods and utilising independent judgment, initiative and creativity in situations where guidelines are unclear, and solutions require the use of established principles.
- Adhering to all administrative policies and procedures, ensuring accurate documentation and reporting while maintaining client confidentiality.
- Providing high-quality supervision, support, and assistance to children, young people, and their families, in line with legislative requirements, operating guidelines, and individual case and care plans.
- Implementing personal strategies to ensure safety and well-being during family time visits and ensure all work is performed in accordance with the Work Health and Safety legislation.
- Utilising trauma-informed practice, a strengths-based approach and restorative principles to engage families and support the restoration process.
- Undertaking duties in consideration to the child/young person's age and what is developmentally appropriate, while building appropriate relationships and maintaining professional boundaries.

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. Undertake specific service delivery tasks as identified and developed by the relevant Child Safety Officer and the determined child safety case and care plans, collaborating with Child Safety Services staff and other stakeholders as required.
2. Supervise family time visits and the transport of children/young people to their parents and family members, ensuring the safety and wellbeing of the child/young person, and utilise specialised knowledge and capability in line with legislative or care requirements.
3. Work with parents, families and children from diverse backgrounds with potentially co-existing complex needs and trauma, including those with limited congenital and social skills, medical conditions, disabilities, and, at times, people in correctional settings.
4. Participate in care team meetings, case conferences, and court matters as required, and maintain accurate and comprehensive case notes, complete incident reports, police referrals, prepare reports for review, and prepare affidavits as required in accordance with DECYP policies and privacy laws.
5. Provide parenting support in a range of environments to ensure children and young people have the opportunity to reconnect and understand their family history and cultural beliefs including, where needed, sourcing relevant access locations that meet the family's needs at short notice.
6. Independently address problematic behaviours from parents, children and young people and when necessary, implement strategies with these stakeholders to address highly stressful and complex situations, through rewarding positive behaviours, de-escalating and managing challenging behaviours.
7. Participate in learning and development activities to ensure professional growth and enhancement of services provided, including undertaking the applicable specialised training where appropriate.
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.

1. Demonstrated experience in the provision of support services to children and families, together with a knowledge of the physical, emotional, social and cognitive stages of child development or the ability to quickly acquire such knowledge.
2. Demonstrated ability to engage with clients in a respectful and non-judgemental manner, with the capacity to maintain calm, clear and supportive communication which leads to positive outcomes.
3. Well-developed written, verbal and interpersonal skills, including the ability to effectively manage and resolve conflicts and use strong negotiation skills to de-escalate challenging situations.
4. Demonstrated ability to manage workload priorities in a demanding environment subject to pressure and change, together with the capacity to be adaptable and compliant with government policies, legislation, procedures and legal requirements.
5. 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)
- 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

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- 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, Health, Education and Care Sector training area.
- First Aid Certificate

Working within the Department for Education, Children and Young People



Connection



Courage



Growth



Respect



Responsibility

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: 520040, Manager – Recruitment Operations – 22/10/24

Request:

Date Duties and Selection Criteria Last Reviewed: SW 10/24
