

Support Worker

STATEMENT OF DUTIES

JULY 2024

Number	Generic
Portfolio	Keeping Children Safe
Branch	Child Safety Service
Section/Unit/School	N/A
Supervisor	Service Development Manager
Award/Agreement	Health and Human Services (Tasmanian State Service) Award
Classification	General Stream Band 2
Employment Conditions	Permanent/Fixed-term, Full-time/Part-time, working up to 76 hours per fortnight, 52 weeks per year including 4 weeks annual leave.
Location	Statewide

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

Under the supervision of the Manager/Coordinator, provide support to children, young persons and families who are subject to intervention under the Children, Young Persons, and Their Families Act, with the aim to enable children to grow up in a safe and supportive environment, including providing transport and supervision of client access visits.

Level of Responsibility/Direction and Supervision

The occupant of this position is responsible for providing support to clients as directed, within operational guidelines and relevant legislation.

In undertaking the duties of this role the incumbent is responsible for upholding and maintaining client confidentiality.

The occupant will be responsible for accurate reporting in relation to clients and will ensure that all work being performed is in accordance with the Work Health and Safety legislation.

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. Working under the direction of the Manager/Coordinator, undertake specific service delivery tasks as identified by the child protection case and care plan developed by the relevant case manager. This includes responsibility for maintaining accurate case notes of activities undertaken.
2. Provide supervision of access/contact visits between children/young persons and their parents and family members to ensure the safety and wellbeing of the child/young person and in line with legislative or care requirements.
3. Transport children, young persons, and families to and from access visits, various appointments, school, sport, and recreational activities.
4. Participate in care planning and review processes as required and facilitate the empowerment and individual support of clients.
5. Provide personal support of children, young persons, and families in a range of environments, including access visits, school, recreational activities, and transition to independent living.

6. Provide parenting support in a range of environments, including access visits, school, recreational and social activities.
7. Participate in learning and development activities to ensure professional growth and enhancement of services provided.
8. 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 the Department of Education, Children and Young People is a child safe organisation including reporting, record keeping and information sharing obligations.
9. 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.
10. 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. A good knowledge of the tasks performed by Children and Youth Services or the ability to quickly acquire that knowledge.
2. Demonstrated personal qualities, including sensitivity and perseverance, and the ability to work in an environment subject to work pressure and change and maintain a high level of confidentiality.
3. Good written, verbal, and interpersonal skills, including conflict resolution and negotiation skills.
4. Demonstrated capacity to operate within clear guideline and instructions.
5. Demonstrated ability to work within the context of government policies and procedures and the ability to maintain flexible work hours.
6. Demonstrated ability to engage with clients in a respectful and non-judgmental manner and an ability to use initiative and creative thinking.
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)
- 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

- A relevant Vocational Education and Training qualification from the Community and Health Sector training area.

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: 520040, Manager – Recruitment Operations – DATE

Request:

Date Duties and Selection Criteria Last Reviewed: Date Duties and Selection Criteria Last Reviewed: 07/24 WPR
