

Child Safety and Wellbeing Worker

STATEMENT OF DUTIES		February 2023
Number	Generic	
Portfolio	Service for Children and Families	
Branch	Child Safety	
Section	Strong Families, Safe Kids Advice and Referral Line	
Sub-Section/Unit/School	N/A	
Supervisor	Practice Leader (ARL)	
Award/Agreement	Allied Health Professionals Public Sector Unions Wages Agreement	
Classification	Allied Health Professionals Level 1-2	
Employment Conditions	Permanent full time	
Location	South	
Check Type	Schedule I	
Check Frequency	Pre-employment	

Context

The Strong Families, Safe Kids Advice and Referral Line is a contact point for people seeking information, advice and assistance if they have concerns about a child and their family. The service provides information and advice about service options and other approaches for responding to the needs of children and families. When a child and their family need assistance the service may provide this through referral to another service, or in some circumstances if a child is considered to be at risk, the service may refer the matter to the Child Safety Service for assessment.

Primary Purpose

Child Safety and Wellbeing Workers will:

- Conduct safety and wellbeing conversations to identify the most appropriate response in regard to the best interests of the child.
- Provide information and advice in relation to service options and other approaches to support the child and their family.

- Use risk and safety assessment frameworks and skills to determine when a child may be at risk and initiate an appropriate protective response.
- Activate a strengths-based response where a child is considered to be at risk and where work with the family and their networks is necessary to build safety for the child within their family context.
- Provide information, advice and support to professionals and community members to build their capacity to work with families who are experiencing difficulties which are impacting the safety and wellbeing of their children.

Level of Responsibility/Direction and Supervision

Under general supervision from the Team Leader, Clinical Practice Consultant and Educator, or State Manager, the Child Safety and Wellbeing Worker will:

- Work within the Strong Families, Safe Kids Advice and Referral Line team to undertake the primary tasks assigned.
- Work within designated delegations, legislative requirements, set guidelines and timeframes.
- Adhere to relevant Work Health and Safety legislation in order to perform duties.
- Use general guidelines, Departmental procedure manuals and documents to exercise professional judgement when working under limited direction.
- Undertake work with integrity and honesty, adhering to confidentiality requirements, and demonstrate a commitment to working with people who contact the Strong Families, Safe Kids Advice and Referral Line

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

1. Answer telephone calls and conduct in-depth conversations with callers about the safety and wellbeing of children and their families.
2. Provide information and advice in relation to service options and other approaches for improving the safety and wellbeing of children.
3. Assist in creating a clearer understanding with callers in relation to the difficulties facing children and families to determine and negotiate who is best placed to provide support, and what support can and will be offered.
4. Access professional advice from co-located and external partners where the complexities of concerns about a child and/or their family require specialist expertise.
5. Apply risk and safety assessment frameworks and skills to determine when a child may be at risk and initiate an appropriate protective response as needed.

6. Provide a summary to the Team Leader for presentation at the weekly review meeting in relation to children who have been considered to be at risk and who required assistance and monitoring of their safety.
7. Activate a strengths-based response where a child is considered to be at risk and where work with the family and their networks is necessary to build safety for the child within their family context.
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 for Education, Children and Young People is a child safe organisation including reporting, record keeping and information sharing obligations.
9. Actively participate in and contribute to the organisation's Quality & Safety and Work Health & Safety processes, including the development and implementation of safety systems, improvement initiatives and related training, ensuring that quality and safety improvement processes are in place and acted upon.
10. 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.

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1. Demonstrated ability to establish rapport quickly and to develop and maintain professional relationships with callers that maximise the participation of professional callers and community and family members to ensure the best outcome for children and families.
 2. Knowledge and experience in assessment and casework intervention with individuals and families who have complex needs, together with knowledge of theoretical perspectives that relate to child protection practice, with an ability to apply this to identify strengths, articulate worries and formulate a mutual understanding of the required assistance.

3. Capacity to draw upon relevant information, including alternate points of view and legislative requirements, to logically assess and analyse a situation, and utilise sound professional judgement to decide the best way forward.
4. Ability to confidently present both written and verbal messages, whilst seeking to respectfully understand a variety of stakeholder needs and tailor communication style and messages accordingly, even in complex and difficult circumstances.
5. Demonstrable use of consultation, supervision and reflective practice to inform professional practice, including a demonstrated capacity to be flexible self-motivated and show initiative, with evidence of a commitment to continuous learning in line with contemporary practice.
6. Demonstrated ability to manage situations where there is a high degree of uncertainty and ambiguity and is able to skilfully use professional confidence and authority, together with well-developed organisational and time management skills, with a proven ability to deal with competing demands within established timeframes.

Requirements

Registration/licences that are essential requirements of this role must remain current and valid at all times whilst employed in this role 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 Employer if their circumstances change. This includes notifying the Employer of any new criminal convictions and/or if a registration/licence is revoked, cancelled or has its conditions altered.

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.

- 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 – February 2023

Request:

Date Duties and Selection Criteria Last Reviewed: 02/23 DCT
