Child Safety and Wellbeing Worker

STATEMENT OF DUTIES MARCH 2026

Number	Generic
Portfolio	Child Safety and Youth Justice Operations
Branch	Children Young People & Families
Section/Unit/School	Child Safety Connect
Supervisor	Practice Leader (Child Safety Connect)
Award/Agreement	Health and Human Services (Tasmanian State Service) Award / Allied Health Professionals Public Sector Union Wages Agreement
Classification	Allied Health Professionals Level 1-2
Employment Conditions	Permanent, Full-time 76 hours per fortnight, 52 weeks per year including 4 weeks annual leave
Location	South
Check Type	Schedule 1
Check Frequency	Pre-employment

Context

The Child Safety Connect 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 Practice Leader (Child Safety Connect), the occupant will be allocated to either the Primary (Initial) Screening and Triage Team or the Secondary Triage Team, depending on operational requirements.

Occupants can expect to receive training and support to work effectively across both triage functions and may be required to undertake duties aligned to either team to support service demand and continuity.

The occupant is responsible for:

- Exercising professional judgement within delegated authority, legislative requirements, policies, procedures, decision-making frameworks and required timeframes.
- Demonstrating integrity, confidentiality and respectful, client-centred practice in all interactions with children, families and callers.
- Ensuring compliance with Work Health and Safety requirements.
- Maintaining accurate, timely and defensible records of information, analysis and decisions in CPIS and related systems.

Primary Triage Responsibilities (where assigned)

When allocated to the Primary Screening and Triage Team, the worker is responsible for:

- Ensuring the timely and accurate receipt, recording and screening of notifications.
- Applying approved decision-making frameworks to determine appropriate initial pathways, including closure, referral or transfer.
- Analysing information, including relevant child safety history, to support sound and proportionate triage decisions.
- Making pathway decisions as promptly as practicable to minimise delays in responding to potential risk.

Secondary Triage Responsibilities (where assigned)

When allocated to the Secondary Triage Team, the worker is responsible for:

- Gathering and analysing information to assess safety and risk where immediate intervention is not required.
- Completing Initial Assessments and applying the Tasmanian Risk Framework to inform decision-making.
- Determining and progressing appropriate pathways, including referral, child safety assessment or closure.
- Presenting matters requiring assessment to the Weekly Allocation Meeting and managing matters retained within Secondary Triage in accordance with policy timeframes.

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. 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. 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. 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.
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)
- 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

- 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
- They have completed an AQF level 7 qualification (Bachelor Degree) in a discipline considered relevant to the work that is not an Allied Health Profession, and they have *relevant experience*; or
- They have completed an AQF level 5 or 6 (Associate Degree, Advanced Diploma or Diploma) in a discipline considered relevant to the work, and they have *relevant experience*.

'Relevant experience' means 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

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: 973874 – Assistant Director Strategic Recruitment and Payroll Operations – February 2023
Request:
Date Duties and Selection Criteria Last Reviewed: 02/23 DCT, FN NA, 07/26