



## Job & Person Specification

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<b>Title of Position:</b>	Child and young Person's Advocate
<b>Classification:</b>	<b>Level 5</b>
<b>Reports To:</b>	Program Manager
<b>Job Status:</b>	1.0 FTE

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### KEY PURPOSE OF THE POSITION

The Children and Young Persons Advocate will contribute to alleviating the effects of domestic and family violence experienced by children and young people by:

- The provision of specialist intervention, case work and group work programs to facilitate holistic responses to families in a variety of settings.
  - The development and implementation of service responses that enhance parent/child relationship and build resilience and capacity to deal with the effects and impact of violence.
  - Contributing to the development of coordinated approaches to service delivery across key stakeholders groups.
  - Building community to respond to the children and young people affected by domestic and family violence.
  - Contributing to the development and implementation of good practice in service delivery across the team.
  - Promote and provide educative-based programs within the region that enhance service responses to children and young people.
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### KEY WORKING RELATIONSHIPS

- Accountable to the Program Manager for the delivery of crisis intervention, case management services and work plan activities associated with position to women, children and young people experiencing domestic and family violence.
  - Responsible to the team for contributing to a productive environment that is based on WSSSA values and principles.
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### COMPETENCY PROFILE

- Understanding of contemporary gender issues pertinent to women's and children's health and wellbeing.
- Experience working with women and children affected by domestic and/or family violence.
- Understanding of systems and navigation of systems that facilitates quality outcomes for women and their children
- Knowledge and understanding of community development principles.



- Knowledge and application of program evaluation frameworks.
- An understanding of social justice principles.
- Ability to prioritise competing needs and demands of clients.
- Commitment to a collaborative, proactive and strengths based approach to case work.
- Interpersonal and relationship development skills

## **KEY RESULT AREAS**

### **Service responses**

- Promote and implement quality service responses which are underpinned and informed by WSSSA values and service delivery model.
  - Adhere to, comply with and implement service elements as outlined in WSSSA Service Agreement with Housing SA, Department for Communities and Social Inclusion.
  - Adhere to legislative requirements that inform the work of WSSSA.
  - Provision of initial response and assessment to identify presenting and longer term needs of children and young people.
  - Undertake risk assessments and safety planning that seeks and promotes the continued safety of women and children.
  - Development and implementation of quality case plans for children and young people in consultation with Case Managers.
  - Provide case management response in conjunction with mothers for children and young people identified as high risk.
  - Provision of a comprehensive, coordinated and integrated range of services in a flexible and timely manner.
  - Initiate, develop and maintain partnerships with government, non- government and community organisations that promote and enhance positive outcomes for children and young people.
  - Through advocacy promote and enhance referral pathways and responses to children and young people affected by domestic and family violence.
  - Actively develop formal partnerships that enable referral pathways for children and young people.
  - Coordinating the development, facilitation, implementation and evaluation of therapeutic and educative-based programs/groups within the service and the region.
  - Actively promote and support access to groups in partnership with key stakeholders.
  - Provision of educative programs that build community capacity to address the effects and impact of violence on children and young people.
  - Application of qualitative and quantitative evaluations that inform the development of future programs.
  - Identify and access funding opportunities and prepare and submit funding applications.
  - Development of training resources for staff.
  - Encouraging and/or facilitating community groups and agencies to develop policies, programs and services that are responsive to the needs of women and children affected by domestic and family violence.
  - Identification and advocacy to address service gaps.



## **ORGANISATIONAL PROCESS**

- Ensure case notes meet legislative and organisational requirements, and that they are up to date at all times and outputs entered into H2H Database.
- Implementation and adherence to DHS and WSSSA requirements in relation to data collection.
- Maintain the confidential preparation and storage of accurate, organised and up to date client case notes and files.
- Participate in internal meetings as well as relevant internal and external committees and groups as required.
- Actively contribute to the development of community understanding of domestic and family violence.
- Support the development, maintenance and compliance of best practice WH&S policies and guidelines, recommending improvements to systems to minimise work place hazards and ensure safe work practices.
- Participate in quality improvement programs and activities to meet Service Excellence Standards.
- Participate in the development and review of policies and programs in conjunction with Management.
- Contribute to strategies and program development that maintain a children and young people's focus in service delivery responses.
- Build team capacity to support and engage children and young people through training and mentoring.
- As a Public Officer as per the Independent Commissioner Against Corruption (ICAC) definition you have a mandatory reporting obligation to report to the Office for Public Integrity (OPI) any conduct that you reasonably suspect raises and issue of corruption, or serious or systematic misconduct or maladministration in public administration. As a Public Officer your own conduct could be subject of a report to the OPI and as a result you could be investigated for corruption.

## **HUMAN RESOURCES**

- Contribute to service planning, assisting in the development of objectives and targets that facilitate the improvement of WSSSA programs.
- Identify and participate in training and development opportunities as part of continued professional development.
- Seek out and participate in formal and informal supervision from Manager.
- Actively acquire knowledge about resources and services that support and enhance services to women and children.
- Contribute to building and maintaining a positive workplace culture, by sharing knowledge and experience with colleagues.



## **FINANCIAL REPORTING**

- To seek approvals for all program and client related expenses as outlined in WSSSA guidelines.
- To keep appropriate records and receipts for purchases made as outlined by WSSSA guidelines.
- Seek and apply for funding in the development and access to WSSSA groups and programs.
- Manage successful funding applications and monitor and report expenditure as required by contracts.
- Seek potential financial and donation opportunities that enhance services to women and children.
- Provide case studies as required to support relevant funding and grant applications.

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## **Person Specification**

### Desired/Essential qualifications

- Appropriate Degree or diploma in Social Sciences, Social Work, Health Sciences or Teaching, and/or experience commensurate with the position.

### Competencies and experience

- Significant knowledge and experience in the provision of case management responses and case work interventions.
- Sound knowledge and experience in crisis intervention.
- Knowledge and experience in the provision of specialist intervention for children and young people affected by domestic and family violence.
- Knowledge of the particular needs of women and children affected by domestic and/or family violence.
- Demonstrated empathy and the ability to build relationships with a diverse range of marginalised and highly vulnerable people including ATSI and CALD.
- Ability to develop and maintain partnerships with a wide range of organisations.
- Demonstrated ability to plan and manage complex case loads.
- Ability to negotiate successful outcomes for clients at individual, team and service levels.
- High level of written and verbal communication skills and interpersonal skills including the ability to liaise, negotiate, advocate and resolve conflicts.
- Highly developed organisational skills including working to deadlines.
- Knowledge of funding sources and experience writing submission that assists in gaining funding for specific and targeted projects/programs.
- Ability to work within a team environment and contribute to the attainment of team goals and organisational objectives.
- Pursue professional development goals.
- Skills in the use of IT systems and applications



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**SPECIAL CONDITIONS**

- Current full Driver's License and willing to drive
  - The incumbent is required to satisfactorily complete a DHS Child Related Screening prior to commencement
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**ACKNOWLEDGEMENT**

I ACKNOWLEDGE that I have read and understand the responsibilities and expectations as set out below.

Signed by Employee: \_\_\_\_\_

Name of Employee: \_\_\_\_\_

Date:    /    /

Signed by General Manager of Corporate Services: \_\_\_\_\_

Date:    /    /