Job Description Form

Senior Assessing Officer

# Position Details

**Position Number:** Generic

**Classification:** Specified Calling Level 2

**Award / Agreement:** PSA 1992 / PSGOCSAGA 2017

**Organisational Unit:** Corporate Operations / Finance and Business Services /

Screening Unit

**Location:** Perth

**Classification Evaluation Date:**

**JDF Review Date:** 25 July 2019

## Reporting Relationships

**This position reports to:**

Manager Screening Unit, Level 7

**This position has the following subordinates:**

This position has no subordinates.

## About the Department

The Department of Communities’ mandate is fundamentally about providing pathways to individual, family and community wellbeing. The Department’s direction centres on building safe, strong, secure and inclusive communities that empower individuals and families across Western Australia to lead fulfilling lives.

The Department’s functions and services include disability services; child protection and family support; social and affordable housing; community initiatives and remote regional services reform.

The Department provides the opportunity to implement client centred services within a single outcome based framework across community services in Western Australia. This framework also provides for a specific focus on delivering integrated, place based services, recognising that community and individual needs vary significantly between metropolitan and regional communities.

The Department promotes diversity and embraces a high standard of equal opportunity, health and safety, and ethical practice. All employees are required to comply with relevant safety procedures/guidelines and equal opportunity principles at all times.

## Role Statement

The **Senior Assessing Officer:**

• Completes complex CPFS Client and Child Protection record screening assessments and investigations.

• Undertakes projects, contributes to the development of screening processes and practices.

• Provides professional technical advice and support to staff and other customers.

## Duties and Responsibilities

**1. Record Screening Assessment and Investigations**

1. Undertakes complex client and child protection record screening assessments and provides advice to the Director and Team Leader in respect of the same.
2. Analyses the validity and relevance of adverse information in highly complex cases.
3. Conducts interviews for adverse findings of a complex nature in a sensitive and professional manner.
4. Prepares comprehensive assessment reports resulting from analysis of historical child protection concerns and validity of case practice.
5. Provides advice and recommendations to the Manager Screening Unit, , Executive Directors and Probity Panel where appropriate.
6. Maintains and demonstrates expertise in service delivery case practice, standards of care and safety responses for children, families and communities.
7. Maintains awareness of relevant trends, issues and departmental directions and objectives.
8. Provides advice on screening results and liaises with internal and external clients and applicants to clarify information.
9. Consults with key stakeholders and represents the Department as required in the community.

**2. Quality assurance and risk management**

1. Provides support and advice to team members doing client and child protection checks in relation to adverse child protection findings.
2. Provides a quality customer service in accordance with the Department’s prescribed standards and code of conduct.
3. Ensures work is performed in accordance with statutory, contractual and procedural fairness obligations, and departmental policy, standards and guidelines.
4. Contributes to improved service delivery by identifying opportunities for the continuous development of record screening functions, processes and policies, including database development requirements.
5. Identifies risks and recommends actions to address them.
6. Identifies opportunities for the continuous improvement of screening processes and practices.
7. Contributes to the delivery of a coordinated screening service by collaborating with related internal business units and external agencies.

**3. Planning and advice**

* 1. Plans and prioritises work daily, consistent with ongoing demands.
  2. Advises, supports and mentors unit staff as required.
  3. Provides high quality timely and accurate advice and consultation on screening policies and procedures to service delivery staff and other agencies that meets prescribed departmental standards.
  4. Provides regular advice, progress reports and updates as required.

**4. Other**

* 1. Participates in emergency management and response duties as required.
  2. Performs other duties as directed.

## Essential Work-Related Requirements (Selection Criteria)

1. Demonstrated well developed assessment, evaluation and analytical skills in child protection or other relevant case practice experience within a statutory context.

2. Excellent knowledge of risk assessment principles in relation to child safety and protection and proven ability to apply procedural fairness in decision-making.

3. Demonstrated highly developed interpersonal, oral and written communication skills including consulting and report writing skills and experience in dealing with sensitive and difficult information.

4. Substantial experience in the operation, management and data protection of management information systems or related databases.

5. A tertiary qualification in social work, psychology or a relevant human services area.

Essential Eligibility Requirements / Special Requirements

1. Appointment is subject to a satisfactory National Police Clearance.
2. Departmental Check
3. Criminal Record Check
4. Candidates possessing international qualifications must provide assessment by the Overseas Qualification Assessment Unit (OQU) from Department of Workforce Development and Training WA or OQU assessment from another state for approval as an equivalent by the Executive Director, Department of Commerce.

## HR Registration

25 July 2019