**Job Description Form**

**Senior Field Worker**

**Position Details**

**Position Number:** Generic

**Classification:** Level 5

**Award/Agreement:** PSA 1992 / PSCSAA 2022

**Organisational Unit:** Community Services / Service Delivery

Community Services / Statewide Services

**Location:** Metropolitan and Regional WA

**Classification Date:**

**Effective Date:** August 2023

**Reporting Relationships**

**This position reports to:**

006883, Assistant District Director, Specified Calling Level 4 /

Various Team Managers Child Protection, Level 6 /

Various Team Leaders Child Protection, Specified Calling Level 3

**Positions under Direct Supervision:**

This position has the following subordinates:

• Field Worker (up to 4 FTE), Specified Calling Level 1

• Customer Liaison Officer, Level 2

**About the Department**

The Department of Communities is Western Australia’s major human services department that brings together vital services and functions that support individual, family and community wellbeing.

Working closely with our partners across government and the community services sector, our areas of responsibility include disability services; child protection; housing; homelessness; women’s interests; community services; prevention of family and domestic violence; seniors and ageing; volunteering; and youth. We also lead the State’s welfare recovery, following challenges presented by the COVID-19 pandemic.

We support many Western Australians, with a focus on some of the most vulnerable people in our state. The job we do is rewarding but can be challenging.

People, place and home is at the core of everything we do and why we do it.

We work for the people who make up our communities across Western Australia; we help people be the best they can be. We focus our efforts on building places that are inclusive and connected and offer everyone the opportunity to prosper. And we support children and families so that they can have a physically and emotionally secure place to call home.

We promote a diverse workforce and embrace a high standard of equal opportunity, health and safety, and ethical practice.

Join us and work in a role where you can make a real difference to the lives of children, families, individuals and communities throughout Western Australia.

**Role Statement**

The Senior Field Worker will work in the areas of Child Protection and children in care and is responsible for:

• providing a professional service to individuals, groups and communities within a Service Delivery Team,

• providing appropriate consultation to staff and other Service Delivery Agencies,

• if required, managing a small local office and ensuring the efficient and effective use of resources, as well as representing the Department within the local community.

**Position Duties and Responsibilities**

1. Provides assessment, planning and intervention at an advance level to individuals and communities with a Service Delivery Team.

2. Develops and demonstrates expertise in case work and child protection methods.

3. Provides an appropriate consultative and support service to Field staff and service providers.

4. When directed, manages a small local office and ensures the efficient and effective use of resources by:

• supervising, directing and supporting Field and Office staff in the performance of their duties,

• prioritising and allocating work and ensuring that work is performed in accordance with Departmental standards, practice guidelines and procedures,

• representing the Department in the local community,

• encouraging the fostering the development of community capacity/strengths-based approaches in addressing local issues, and

• reporting to the Team Leader/Team Manager and District Director on local issues and operations.

5. Researches, reviews and evaluates specific areas of Service Delivery practice and provides advice to the Line Manager on trends.

6. Contributes to the development of Service Delivery standards and procedures.

7. Undertakes field work duties of a complex nature delivering services in accordance with Departmental legislation, policies and procedures**.**

**Corporate Responsibilities**

1. Exhibits accountability, professional integrity and respect consistent with Communities Values, the Code of Conduct, and the public sector Code of Ethics.

2. Actively participates in the Communities performance development process and pursues professional development opportunities.

3. Participates in emergency or critical event response management duties as required.

4. Undertakes other duties as required.

**Work Health and Safety Responsibilities**

**All Employees (and Volunteers / Trainees / Contractors)**

1. Take reasonable care for your own health, safety and wellbeing at work, and that of others who may be affected by your actions or omissions; and comply and cooperate with safety and health policies, procedures and applicable legislated requirements.

**Supervisors (if applicable)**

2. In addition to the Employees WHS responsibility, ensure as far as practicable, the health, safety and wellbeing of staff under your supervision through the provision of a safe workplace in accordance with health and safety legislation.

**Essential Work-Related Requirements (Selection Criteria)**

1. Proven assessment, analysis, analytical and intervention skills when working with vulnerable children, their families and communities.

2. The ability to build effective working relationships with a diverse range of clients and stakeholders within a compliance driven and legislative framework.

3. Knowledge and experience in working with people from Aboriginal and Torres Strait Islander or other culturally and linguistically diverse backgrounds.

4. Demonstrated ability to work as part of a Team and have sound management, supervisory and leadership skills particularly in promoting quality practice and procedures, including counselling and therapeutic intervention.

**Essential Eligibility Requirements / Special Appointment Requirements**

1. Appointment is subject to a satisfactory Criminal Record Check conducted by the Department.

2. Appointment is subject to a satisfactory Working with Children (WWC) Check.

3. Appointment is subject to a satisfactory Client and Child Protection Check.

4. Possession of a current Western Australian 'C' or 'C-A' Class Driver’s Licence or equivalent, and the ability to travel in response to organisational needs. This requirement continues for the duration of employment in this position and from time-to-time production of the licence may be required upon request by the Department.