

SCHEDULE 3:

POSITION DESCRIPTION

Child Protection Worker

1. Title and Classification

- 1.1. Position Title: Child Protection Worker
- 1.2. Classification: Full Time, 12 Month Fixed Term Contract
- 1.3. Position Number: R02

2. Organisational Relationships

Position title(s) of Supervisor	Position title(s) reporting to this position	Position title(s) liaising with this position
Child Protection Services Manager	Nil	Family Support Worker
Recognised Entity Program Team Leader		Community Support Officer

3. Purpose of Position

- 3.1. The Child Protection Worker will be responsible for the provision of direct support and development services to Indigenous children referred to the CQID Ltd Recognised Entity through a Case Management process.

Initials
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Initials
CQID: _____

CQID Ltd |Position Description: Child Protection Worker:
(R02: V1R2)



4. Organisational Context of Position

- 4.1. CQID Ltd's community support programs are holistically embedded in the support they receive from other CQID Ltd services, such as employment and training services as well as in initiatives implemented at a community level. These initiatives are aimed at improving the total social and emotional well-being of a community. The premise that these programs is based on is that community well-being and personal well-being are inseparable concepts within Indigenous communities.
- 4.2. Community level programs currently in place in the CQID Ltd catchment areas include support for sporting and recreational activities, assistance with NAIDOC activities, support for nutrition programs and other community-level nutrition initiatives, the implementation of diversionary programs, the development and implementation of an Alcohol and Other Drugs Rehabilitation Centre and associated referral services.
- 4.3. It is within the child protection services context of CQID Ltd that the Recognised Entity program is embedded.

5. Key Work Roles and Responsibilities

Work Performed

- 5.1. The Child Protection Worker will provide assessment, case management, referral and follow-up for Indigenous children referred to the CQID Ltd Recognised Entity. This will involve working in partnership with the Department of Communities (Child Safety Services) to ensure culturally appropriate decision making, support of the family and children, ongoing case management, non-therapeutic counseling, advocacy and referral to other agencies.
- 5.2. The Child Protection Worker will ensure that Key Performance Indicators and Child Safety Service Standards agreed to between CQID Ltd and the funders are met.
- 5.3. Carry out other duties as directed.

Case Management Responsibilities

- 5.4. Contribute to the provision of an effective and quality Recognised Entity service by responding promptly to referrals to the service, and accurately identifying the level and type of services required by the child.
- 5.5. Provide comprehensive assessment, case management, referral and follow up services for children referred to the Recognised Entity in line with CQID Ltd's policies and procedures, Child Safety Service Standards and current best practice.

Initials
Employee: _____

Initials
CQID: _____

CQID Ltd | Position Description: Child Protection Worker:
(R02: V1R2)



- 5.6. Keep a full, complete, current and accurate record of all client contacts, referrals and feedback and maintain client records in line with professional, state and national standards of practice and in accordance with the Child Safety Service Standards, the *Child Protection Act 1999* (Qld), and the *Child Protection Regulations 2000* (Qld).
- 5.7. Provide input into case conferencing and case sharing sessions.

Administrative Responsibilities

- 5.8. Maintain and assist with continual improvement with Recognised Entity administration processes.
- 5.9. Contribute to policy development to ensure the needs and entitlements of children are reflected.
- 5.10. Ensure statistical data is maintained by regularly updating manual and computerised client record information; identify trends on issues and needs as they arise.
- 5.11. Ensure all human resource policies and procedures, including required records are implemented and maintained.
- 5.12. Participate in Recognised Entity planning and review processes.
- 5.13. Ensure the quality of resource information available to clients by maintaining accurate and current information pertinent to the Recognised Entity function.
- 5.14. Attend any meetings in line with position function.

Financial and Reporting Responsibilities

- 5.15. Follow all financial budgets, policies, processes and procedures associated with the position.
- 5.16. Provide progress reports timeously and in full as and when required, in line with funding requirements.

Education Activities

- 5.17. Participate in the development and delivery of educationally-related activities to increase the knowledge and skills of other welfare professionals in the functions of a Recognised Entity and the importance of culturally appropriate decision making and advocacy in order to enhance their ongoing care and management of Indigenous children.

Initials
Employee: _____

Initials
CQID: _____

CQID Ltd |Position Description: Child Protection Worker:
(R02: V1R2)



Liaison Activities

- 5.18. Promote the Recognised Entity and the positive aspects of the Child Protection Worker role, to the community and other service providers and agencies.
- 5.19. Maintain regular meaningful contact with other health and welfare professionals and broader community groups to provide assistance in making culturally appropriate decisions about Indigenous children.

Professional Development Activities

- 5.20. Attend to ***personal professional development*** including but not limited to
 - 5.20.1. Update and maintain knowledge and skills relevant to the position through appropriate development activities.
 - 5.20.2. Participate in all peer support meetings.
 - 5.20.3. Provide a weekly report to the Recognised Entity Team Leader relating to progress.

Challenges / Problem Solving

- 5.21. The position is required to respond to a very challenging social issue. Thus the Child Protection Worker will need to show a mature and diplomatic approach towards the clients they work with and service.
- 5.22. In addition the Child Protection Worker will need to have an understanding of issues which impact on Indigenous children at risk and will need to be able to adapt and implement strategies and processes in-line with CQID Ltd policies to manage these.
- 5.23. The Child Protection Worker will need to prioritise their work load to achieve the required Key Performance Indicator targets.

Decision Making

- 5.24. The Child Protection Worker must ensure that all decision making processes related to the Indigenous children referred to the service are evidenced in evidentiary cultural practice i.e. the Child Protection Worker must be able to show the link between cultural practice and the decisions made.
- 5.25. The Child Protection Worker must keep the Recognised Entity Team Leader up to date with all decisions that might affect the delivery of the Recognised Entity service.

Initials
Employee: _____

Initials
CQID: _____

CQID Ltd | Position Description: Child Protection Worker:
(R02: V1R2)



- 5.26. The Child Protection Worker must ensure that when developing strategies and processes to resolve a problem / issue that they communicate with the Recognised Entity Team Leader and reach agreement as to the best way forward.

Communication

- 5.27. Verbal and face to face communication is a key requirement for this position. As the position has contact with clients facing challenging issues, listening skills and an ability to respond to clients which promotes cooperation is required.
- 5.28. The position will be a key source of cultural information to agencies dealing with Indigenous children, and thus the Child Protection Worker must maintain current knowledge on cultural practices in their area of operation.
- 5.29. More complex communication problems are to be referred to the Recognised Entity Team Leader immediately the nature of the problems have been established by the Child Protection Worker.
- 5.30. The Child Protection Worker will maintain confidentiality in accordance with legislation and policy.

6. Workplace Health and Safety Responsibilities

Generic

- 6.1. The Child Protection Worker will establish, maintain and evaluate the workplace health, safety and injury management system in their area/s of responsibility to ensure that the workplace is safe and without risk to the health of other employees and persons.

Specific

- 6.2. Ensure, within their capability, the health and safety of themselves, other employees and clients in the work areas for which they are responsible. This should be achieved by:
- 6.2.1. ensuring regular safety and hazard inspections of their area are conducted;
 - 6.2.2. wearing of personal protective equipment when required;
 - 6.2.3. ensuring that safe work practices and safety rules are followed;
 - 6.2.4. ensuring that accidents and incidents are promptly reported;
 - 6.2.5. implementing control measures and corrective actions as required;

Initials
Employee: _____

Initials
CQID: _____

CQID Ltd | Position Description: Child Protection Worker:
(R02: V1R2)



- 6.2.6. participating in workplace health and safety training as required;
- 6.2.7. attending Workplace Health and Safety Committee meetings and other related workplace health and safety activities as required;
- 6.2.8. being familiar with information on workplace health and safety applicable to their work areas;
- 6.2.9. strictly observing work instructions;
- 6.2.10. being aware of any workplace health and safety legislative compliance requirements and site policies and ensuring that they are followed;
- 6.2.11. participating in workplace inductions.
- 6.3. Not to intentionally or recklessly interfere with or misuse anything provided in the interests of health, safety and welfare in compliance with the *Work Health and Safety Act 2011* (Qld) and other related legislation.
- 6.4. To report all hazards, accidents or incidents which could foreseeably have resulted in injury to others or damage to property.
- 6.5. To be familiar with emergency and evacuation procedures and to participate in regular training in safety procedures.

7. Child Protection Responsibilities

- 7.1. It is a requirement that all staff be familiar with their responsibilities in relation to child protection. To this end the Child Protection Worker will, in particular:
 - 7.1.1. be highly familiar with and adhere to legislation in relation to child protection and ensure that they comply with their responsibilities in relation to child protection legislation, in particular the *Child Protection Act 1999* (Qld) and the *Child Protection Regulation 2000* (Qld);
 - 7.1.2. ensure that they follow all policies and procedures in relation to child protection; and
 - 7.1.3. will attend further training in child protection as required.

8. Mandatory Education Programs

- 8.1. Induction training including:
 - 8.1.1. CQID Ltd's policies and procedures including the complaints process, confidentiality and workplace health and safety.

Initials
Employee: _____

Initials
CQID: _____

CQID Ltd | Position Description: Child Protection Worker:
(R02: V1R2)



- 8.1.2. CQID Ltd's service obligations under its funding contract(s).
- 8.1.3. Performance expectations and the performance management process.
- 8.1.4. Use of CQID Ltd's contract management and financial reporting system.
- 8.2. Cultural awareness training including discussion of issues of local relevance of the areas to be serviced.
- 8.3. First Aid and CPR training.

9. Continuous Quality Improvement

- 9.1. It is the Child Protection Worker's responsibility to be aware of the contents of any Policy and Procedures Manual(s) for CQID Ltd and work within the parameters contained therein.
- 9.2. The Child Protection Worker is expected to exhibit a commitment to quality service and to participate in activities to enhance continuous quality improvement including auditing, surveys and needs analyses in line with the objectives and requirements of the ISO 9001:2008 standard and the Child Safety Service Standards.

10. Performance Review

- 10.1. CQID Ltd is committed to the development and empowerment of its employees. As such the Child Protection Worker will take part in the Performance Appraisal System and have a Performance Agreement with CQID Ltd.
- 10.2. Performance Reviews take place quarterly.

11. Non-smoking Policy

- 11.1. CQID Ltd is committed to closing the gap in life expectancy of Aboriginal and Torres Strait Islander people and thus smoking in any CQID Ltd building or vehicle is not permitted.

12. Selection Criteria: Knowledge, Skills and Experience

Required Knowledge

- 12.1. Tertiary level qualifications in welfare, social science, child care or related fields.
- 12.2. A demonstrated thorough knowledge of child protection issues, legislation and requirements.

Initials
Employee: _____

Initials
CQID: _____

CQID Ltd | Position Description: Child Protection Worker:
(R02: V1R2)



- 12.3. A demonstrated knowledge and understanding of Aboriginal and Torres Strait Islander Societies and the diversity of their cultures.
- 12.4. A demonstrated knowledge and understanding of the cultural issues involved in service delivery to Indigenous clients.

Required Experience

- 12.5. Demonstrated experience in case management of Indigenous children.
- 12.6. Experience liaising with a range of services in particular Court, Police, Legal and health agencies.
- 12.7. Experience in providing services to Indigenous clients.
- 12.8. Experience in program reporting.

Required Skills / Attributes

- 12.9. The following computing skills are required:
 - 12.9.1. Word processing (preferably MS Office Word)
 - 12.9.2. Information Technology Communication skills including email and internet
- 12.10. Data collection skills.
- 12.11. A demonstrated ability to communicate effectively with Aboriginal and Torres Strait Islander People.
- 12.12. High level verbal communication skills with the ability to liaise with diverse range of stakeholders and other service providers.
- 12.13. High level written communication skills with ability to compile and provide written reports.
- 12.14. Demonstrated qualities of judgment, initiative and resourcefulness that contribute to team success and effectiveness of a team.
- 12.15. Personal attributes of sobriety, empathy, patience and common sense.
- 12.16. A current valid open driver's licence (Queensland Category "C" Licence).
- 12.17. Blue Card.
- 12.18. Cleared Police Checks.

Initials
Employee: _____

Initials
CQID: _____

CQID Ltd | Position Description: Child Protection Worker:
(R02: V1R2)



SIGNATURE PAGE

Position Description Approved by CQID Ltd:

First Name:	Jason
Family Name:	Field
Position in CQID Ltd:	General Manager
Signature:	
Date:	
Approved Version:	R02: Version One, Revision Two

Issued by Employer:

First Name:	Jason
Family Name:	Field
Position in CQID Ltd:	General Manager
Signature:	
Date:	

Accepted by Employee:

First Name:	
Family Name:	
Signature:	
Date:	