

Manager, Psychological Services

Department for Child Protection

*Nurturing happy, healthy kids so they
can grow up safe and reach their full potential.*

CLASSIFICATION:	AHP5	DIRECTORATE:	Office of Professional Practice
REPORTS TO:	Director, Specialist Practice	FTE:	1.0
ROLES REPORTING TO THIS ROLE:	Multiple		

ABOUT THIS ROLE:

The Manager, Psychological Services is accountable to the Director, Specialist Practice for developing and monitoring psychological services, practices, policies and systems that are integral to the delivery of quality psychological assessments, therapy and consultation services in DCP. This includes developing and maintaining positive relationships and strategic professional links with other agencies, universities, the private practice sector, relevant boards and committees. The role is responsible for developing and maintaining a highly skilled clinical workforce through effective management of human resources, including a focus on innovative recruitment and retention strategies, the provision of appropriate training, supervision and support structures and adherence to legislative and ethical frameworks. The Manager, Psychological Services contributes strategically to the achievement of overall goals and objectives of DCP through the provision of psychological advice and services across the division.

YOU WILL BE ADDING VALUE BY:

- Develop and maintain a psychological service within DCP which incorporates assessment, therapeutic interventions, consultation, research and teaching that meets the highest standards while providing flexibility of service delivery to meet the changing needs of the client group.
- Collect, collate and disseminate to DCP staff, relevant data on the delivery of services including reporting on measurable outcomes and providing advice and assistance on the needs of the client group.
- Promote the undertaking of research, the implementation of quality assurance mechanisms and the evaluation of psychological services to clients of DCP.
- Lead a work environment where staff are challenged and stretched to develop their competence and encouraged and provided with opportunities for professional development.
- Provide authoritative advice and assistance to DCP senior Executive, Management staff and other relevant stakeholders in regard to psychological services and the needs of the client group.
- Influence change in broader social policy and practice and contribute to the leadership of the organisation as a whole.
- Provide influential leadership and advice when faced with difficult and / or high-pressure situations.
- Influence practice by the provision of relevant mental health training to DCP staff and staff of NGO's and other organisations and groups.
- Maintain a provision of effective, responsive, planned and creative service delivery that enhances outcomes for clients of the agency and focuses in particular on improved outcomes for Aboriginal people.
- Participate at local, regional, divisional and departmental levels to maintain all levels are well informed about the psychological needs of the client group.
- Undertake the effective provision of services to the client group by developing, maintaining and monitoring a private provider panel of private psychology practitioners for the provision of assessment and therapy services, in cooperation with the Procurement and Contract Management unit.
- Facilitate performance appraisals, supervision and support systems that enable the identification and implementation of training and development needs to support staff in service delivery.
- Any other responsibilities in line with the classification level of the role as assigned by the Regional Director and/or the Department.
- Contribute to maintaining a safe and healthy work environment taking personal accountability for identifying and reporting incidents, hazards and injuries in accordance with DCP policy & procedure and cooperating and complying with reasonable instructions of DCP line management and WHS Officers.



WHO YOU WILL WORK WITH:

Internal

- Director, Specialist Practice (direct line manager)
- Senior Executive, Management and staff within the office and across DCP

External

- Other government and non-government organisations, including Community Controlled Organisations.
- Universities, NGO’s and other government departments.
- Psychologists in private practice

QUALIFICATIONS

Essential:

- Master of Clinical, Forensic or Health Psychology degree or equivalent
- Psychology Board of Australia endorsement as a Clinical, Forensic or Health Psychologist or willingness to work towards clinical endorsement
- Registered under the Health Practitioner Regulation National law to practice as a Psychologist

Desirable:

Recognised by the Australian Health Practitioner Regulation Agency as a Board Approved Supervisor or willingness to work towards this

YOUR CAPABILITIES:

- Proven experience in Strategic Leadership and ability to identify strategic goals and provide direction and influential leadership to others to achieve outcomes.
 - Demonstrate ability to strategically plan, implement, evaluate and review the use of all resources of a unit, the broad service delivery issues and the broader policy and practice issues across the division.
 - Capacity to understand the factors that may place families at risk, including mental health issues, drug and alcohol abuse, intellectual disability, family dysfunction and intergenerational abuse and an ability to articulate how this impacts on practice in the child protection and young offender areas.
 - Proven experience in setting goals, providing feedback, establishing development plans and confronting poor performance.
 - Demonstrate ability to be proactive and creative in determining solutions to problems and in establishing a team environment which supports continuous improvement.
 - Demonstrate experience in administration, financial management and human resource management, policy development, service delivery and strategic planning.
- Demonstrated knowledge and commitment to promoting and creating a safe and inclusive work environment.

OUR COLLECTIVE RESPONSIBILITIES

- Maintain accurate and complete records in accordance with the *State Records Act 1997* and departmental policies, procedures and practice guidance.
- Understand and follow the requirements of confidentiality within the *Children and Young People (Safety) Act 2017*, and whole of government and DCP policies, procedures and practice guidance to facilitate appropriate standards of confidentiality and information sharing practice.
- Actively participate in performance development processes.
- Comply with reporting obligations arising from legislation, professional conduct standards including the Code of Ethics for the South Australian Public Sector, and departmental policies, procedures and practice guidance.
- Undertake mandatory training activities as specified with the DCP Mandatory Training Procedure.

SPECIAL CONDITIONS

- You must have, or gain, a current Department of Human Services working with children check prior to being employed and renew this every five years before expiry.
- You must be an Australian resident or provide evidence that you have a current work permit.
- You will need to undertake training in Child Safe Environments – Reporting Child Abuse and Neglect and other mandatory training as required.
- The incumbent will be required to achieve performance targets as negotiated and mutually agreed with the Director, Specialist Practice.
- You may be required to perform duties in other locations/divisions/units dependent upon Departmental requirements.
- Some out of hours work may be required.



- Actively contribute to Reconciliation, and to the aims and objectives of the Aboriginal & Torres Strait Islander Child Placement Principle.
- Demonstrate a commitment to preventing gendered violence against women consistent with DCP's status as a White Ribbon Accredited Workplace.
- Maintain the Program Standards of White Ribbon Reaccreditation.
- Actively support DCP's commitment to ensuring a workplace culture that is respectful, safe and inclusive where our employees are free from discrimination and are recognised for the individual and collective skills and perspectives that they bring by virtue of culture, race, gender, disability, age, sexual orientation, gender identity, intersex status and other differences.
- Act at all times in accordance with the Code of Ethics for the South Australian Public Sector and legislative requirements including (but not limited to) the *Public Sector Act 2009* and *Work Health and Safety Act 2012*.

PUBLIC SECTOR VALUES

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| <ul style="list-style-type: none"> ✓ Service:
<i>We proudly serve the community and Government of South Australia</i> ✓ Professionalism:
<i>We strive for excellence</i> ✓ Trust:
<i>We have confidence in the ability of others</i> ✓ Respect:
<i>We value every individual</i> | <ul style="list-style-type: none"> ✓ Collaboration & Engagement:
<i>We create solutions together</i> ✓ Honesty & Integrity:
<i>We act truthfully, consistently and fairly</i> ✓ Courage & Tenacity:
<i>We never give up</i> ✓ Sustainability:
<i>We work to get the best results for the current and future generations of South Australians</i> |
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YOU WILL CONTRIBUTE TO



OUR VISION is for all children and young people to grow up safe, healthy, connected and feeling loved so they reach their full potential.



OUR PURPOSE: The Department for Child Protection protects, cares for and empowers children and young people at risk and in care. We do this by working together with our key partners to respond to abuse and neglect, keep children and young people safe from further harm, help them heal from trauma and reach their full potential.



Leaders in practice excellence

Staff in all parts of child protection develop and use best practice in their work to deliver improved outcomes for children, young people, carers, and families.



Closing the Gap

We commit to a transformed child protection system that makes active efforts and where Aboriginal people and communities are empowered to lead decision making about the care and wellbeing of Aboriginal children and young people.



A child protection system that meets the needs of children and young people

We commission and deliver services based on a deep understanding of the needs of children and young people in care and our aspirations for them to heal from trauma and reach their full potential.



A thriving workforce

We are future focused in our workforce strategy, supporting and valuing our staff, proactively recruiting, and establishing sustainable systems, processes and workplaces that enable us to be highly effective.



Active and collaborative partnerships

We work together with our service partners and alongside the community to improve outcomes for children, young people, carers, and families.



Working alongside carers

We respect and value carers as vital partners in keeping children and young people safe and well.



Quality services and safeguarding

We are accountable and transparent, and pursue continuous improvements to promote the safety and wellbeing of children and young people throughout the services we fund and provide.

CERTIFIED CORRECT: 3 December 2025



Government of South Australia
Department for Child Protection