



# Role Description

Role title:	Classification:
Lead, Intensive Support Program	AHP5
Division/Business unit:	Reports to:
Disability and Community Services / Complex and Transition Services	Director, Disability and Community Services

## Role purpose:

The Lead, Intensive Support Program is a role within Disability and Community Services and is accountable to the Director, Disability and Community Services for:

- Leading the development, co-design and implementation of innovative, evidence-informed service models and practice frameworks that support the rights, safety and inclusion of clients with intensive, high-risk and complex needs, and priority populations in decision-making processes.
- Providing expert operational, practice and strategic leadership across Disability and Community Services to strengthen practice quality, consistency and outcomes for clients with intensive/high risk/complex needs.
- Building strong internal and external partnerships, influencing policy and practice improvements that enable effective service delivery and best possible outcomes for clients with intensive/high risk/complex needs.

## Key outcomes and accountabilities:

1. Oversee the safe and high-quality delivery of services through strong quality assurance, risk management and continuous improvement processes, while defining strategic direction and driving the successful implementation of projects, goals and performance outcomes across Disability and Community Services.
2. Ensure all practice is aligned to departmental practice, policies and procedures to manage clinical risk, monitor safety of services, and drive continuous improvement through best practice principles in alignment with all agency, legislative, regulatory and industry requirements.
3. Develop, lead and implement evidence-informed, innovative service and practice approaches for clients with intensive, high-risk and complex needs, including identifying system barriers and designing strategic, constructive solutions that strengthen service quality and achieve positive outcomes for clients, families and caregivers.
4. Implement and analyse metrics including defining key performance indicators and formulation of reporting requirements, for the purpose of evaluating outcomes, identification of trends, and the recommendation of corrective actions and reforms that enhance quality of service delivery.
5. Provide strategic people leadership, including workforce planning, capability development, performance management and fostering a positive, safe and high-performing culture across multidisciplinary teams.
6. Build and maintain strategic partnerships with internal and external stakeholders, representing the division in key forums and influencing policy, practice and system improvements that support coordinated, high-quality service delivery.
7. Maintain subject matter expertise, knowledge and understanding of the NDIS Quality and Safeguards Framework, industry best practice standards, and global research and trends, for the purpose of defining and implementing best practice continuous improvement initiatives for Disability and Community Services.

**Key outcomes and accountabilities:**

Note: Any other responsibilities in line with the classification level of the role as assigned by Line Manager and/or the Department. The responsibilities as specified above may be altered in accordance with the changing requirements of the role.

**Special conditions:**

- Prior to being employed, the successful applicant will be required to obtain a National Police Check if new to the Department and a satisfactory Employment-related Screening Check where this is required for the role.
- Must hold a current Australian issued Driver's Licence (equivalent to minimum class 'C' – South Australian), which must be maintained. Incumbent must be willing and able to drive all government vehicles within their licence classification during the course of their duties.
- Some intrastate travel may be required.
- Some service functions are provided in home and community settings, requiring flexibility for some out of hours work.

**Key Relationships/Interactions:**

- Director, Disability and Community Services (direct line manager)
- Executive Director, Disability and Specialised Services
- Director, Clinical and Specialised Services
- Chief Operating Officer, Disability and Specialised Services
- Exceptional Needs Unit
- National Disability Insurance Agency (NDIA) and the National Disability Insurance Scheme (NDIS) Quality and Safeguards Commission
- Office of the Public Advocate
- Clients, their families and carers
- Government services, non-government organisations and community groups

**Budget/Delegations:**

- Human Resource Delegation – Level 4
- Financial Authorisation – Level 4

**DHS expectations and values: (Organisational contribution)**

- Understand and follow workplace safety initiatives, identify hazards and contribute to a safe working environment, as well as follow procedures to manage and minimise risks within DHS.
- Follow the principles of a sustainable working environment by following departmental greening initiatives.
- Model ethical behaviour and practices consistent with the SA Government Code of Ethics for Public Sector Employees, Values and DHS Working with Children and Young People Code of Conduct.
- Understand and follow the principles and practices of the Information Sharing Guidelines for Promoting Safety and Wellbeing (ISG) and the DHS Appendix to the ISG to facilitate appropriate information sharing practice within the context of this department.
- Treat all individuals with fairness and respect, regardless of their race, culture, language, gender (including gender diversity), religion, sexuality, ability, or age.
- Promote and maintain inclusive workplaces that embrace diversity and actively support difference.
- Demonstrate zero tolerance for discrimination, harassment, or disrespectful behaviour towards or by clients, colleagues, contractors, or stakeholders.

### Role specific capabilities: *(Skills, experience, knowledge, attributes)*

1. **Allied Health Experience** - Substantial experience in allied health care in disability/health/human services and high-level knowledge of contemporary clinical service provision.
2. **Coach and Develop Others** – Highly developed people management skills which engender confidence, build trust, and provide support and direction to others to achieve priorities.
3. **Service Delivery** – Demonstrated skills in best practice service delivery and administration by positively leading approaches and multi-disciplinary teams across services and sectors to achieve organisational outcomes
4. **Critical Analysis skills** – Ability to critically review practice, systems and procedures in changing and high-pressure environments, using data, KPIs and reporting insights to identify trends and recommend improvements that align with best practice and enhance service quality.
5. **Project and Program Management Experience** – Utilise project and program management experience in monitoring resources and leading cultural and organisational change in a proactive manner.
6. **Strategic Leadership** – Experience in leading and managing strategic projects, organisational change, service model development and delivery.
7. **Relationships and Partnerships** – Experience in developing and maintaining productive working relationships with all levels of government, non- government agencies, clients, and community groups and leading partnering initiatives that involve clients and stakeholders.

### Qualifications:

**Essential:** An appropriate degree or equivalent qualification in Disability and Developmental Education, Occupational Therapy, Psychology, Social Work, Physiotherapy, Speech Pathology which entitles full registration or membership with the relevant board or association. Physiotherapists, Occupational Therapists and Psychologists must have full registration with the relevant profession's board and maintain registration.

**Desirable:** A tertiary qualification in Leadership and Management or equivalent industry experience.

**Key leadership competencies and expected behaviours at this classification:****Promotes strategic thinking and change**

- Creates a shared vision and mission for the BU.
- Inspires and influences others to assume ownership BU goals.
- Leads teams in aligning their priorities within a broader organisational and political context.
- Champions sustainability and long-term improvement. Communicates effectively and leads others in times of change.
- Identifies and analyses difficult and complex problems that have organisation-wide impact.

**Achieves objectives**

- Delivers results and improvements to meet BU objectives by translating ideas into concrete plans.
- Anticipates future organisational needs, risks and uncertainties, and aligns systems and resources to meet these needs.
- Makes well-informed and timely decisions that affect the BU, even when information is incomplete and ambiguous.
- Interprets and abides by the laws, regulations and policies determining BU activities.
- Takes accountability for team/BU success and manages others to achieve outcomes.
- Monitors the performance of the team/BU, considers feedback information and seeks continuous improvement.
- Integrates technical expertise into the BU to achieve its objectives.

**Leads business excellence**



- Sets clear standards, manages risks, setbacks, and implements continuous improvement initiatives.
- Sets challenging but achievable goals/targets with relevant metrics based on market trends, developments and legislative changes to ensure business needs are continually met.
- Provides clear and timely recognition, promptly addresses under performance and lifts performance through coaching.
- Inspires innovation and ongoing learning, and plans strategically to meet BU goals.
- Drives outstanding customer service by enabling team members to anticipate client needs.
- Empowers others to use resources effectively.

**Builds genuine partnerships**

- Considers the impact of decisions and priorities on other business areas, adapting approach to meet organisational goals.
- Approaches negotiations with an understanding of key issues and is able to clearly communicate reasoning and justification to facilitate mutually beneficial solutions.
- Facilitates constructive discussions to mediate conflict and disagreements. Encourages diversity of thinking and differences of opinion.
- Identifies and develops key strategic relationships and networks to achieve goals, increase departmental knowledge and create communication channels.
- Proactively develops effective strategic relationships, networks and partnerships with internal and external stakeholders.
- Models inclusive behaviour and tailors communication style to meet the audience's needs.

**Models personal drive and professionalism**

- Maintains the highest level of integrity to embed ethical practice and organisation’s values into the culture.
- Raises and challenges important issues constructively, and backs own judgement and actions confidently when challenged.
- Demonstrates resilience in responding to changing directions. Modifies approach, processes and procedures to fit situational changes within the BU.
- Demonstrates a high level of self-awareness and acts as a role model by openly communicating strengths and development needs.
- Champions a workplace that values respect, diversity and individual differences to build a culture of inclusivity.
- Establishes expectations and models best practice wellbeing and safety behaviours.

Assessed by: Madeline Yee, Lead HR Business Partner		Date: 12/03/2026
Approved by: Nicole Keller, Director Disability and Community Services		Date: 06/03/2026

