

Role Description



Role title:	Classification:
Assistant Principal Community Visitor	ASO8
Division/Business unit:	Reports to:
Office of the Chief Executive and Governance / Community Visitor Scheme	Principal Community Visitor (Attorney-General's Department)

Role purpose:
<p>The Assistant Principal Community Visitor is a role within the Office of the Chief Executive and Governance and is accountable to the Principal Community Visitor (Attorney-General's Department) for:</p> <ul style="list-style-type: none"> Leading Community Visitor Scheme (CVS) staff and Community Visitors, to deliver a high quality, effective visiting scheme and advocate for improvement of services to people with a mental illness who are receiving care in mental health facilities, people with a disability who live in state-run disability accommodation and people who are NDIS participants under the guardianship of the Public Advocate. Managing the CVS human and financial resources, technological supports and general operations of the CVS within the allocated budget. Advising the Principal Community Visitor (PCV) on the strategy and operations of the CVS, including identification, escalation and referral of critical and systemic issues to the PCV and relevant stakeholders. Identifying, managing and implementing projects to improve delivery of services by the CVS. Establishing and maintaining effective working relationships across the portfolio and with volunteers, clients of the CVS and their families/carers/guardians and government and non-government service providers, including the Department of Human Services, SA Health and the Office of the Public Advocate. Undertaking visits to mental health facilities and disability accommodation services within the scope of the CVS.

Key outcomes and accountabilities:
<ol style="list-style-type: none"> Provide leadership, supervision, performance management and effective deployment of CVS staff and Community Visitors to ensure the CVS maintains a high standard of services and service delivery. Manage operational resources effectively including financial, human resources and general administrative operations within the allocated budget and engage with the Department for Health and Wellbeing and the Department of Human Services on funding allocations. Lead the implementation, monitoring and review of initiatives for improving organisational and service delivery practices, including ongoing review of policies and procedures as well as the development of a strategic plan, business plans and a recruitment and training strategy for Community Visitors. Provide timely and accurate operational and strategic advice to the PCV and key stakeholders across government, including identification, escalation and referral of critical and systemic issues to the PCV and relevant stakeholders. Lead the development and implementation of reporting, performance indicators and measurement tools to improve assessment of mental health and disability accommodation services and inform future decision making for the CVS.

Key outcomes and accountabilities:

6. Identify opportunities for the Community Visitor Scheme Advisory Committee to provide strategic advice to the PCV in relation to the operation of the CVS and systemic issues.
7. Undertake visits to mental health facilities and disability accommodation services within the scope of the Community Visitors Scheme, and deputise for the Principal Community Visitor in the training, induction and supervision of Community Visitors.

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 out of hours' work may be required.
- Intrastate travel may be required.

Key Relationships/Interactions:

- Principal Community Visitor (Attorney-General's Department operational line manager)
- Director, Office of the Chief Executive and Governance (DHS line manager)
- Supervises staff of the Community Visitor Scheme and Community Visitors
- Works collaboratively with members of the CVS Advisory Committee
- Minister's offices (Health and Wellbeing and Human Services)
- Office of the Public Advocate, SA Health and DHS executives and senior managers
- Service providers
- Key community stakeholder organisations

Budget/Delegations:

Level 4 HR Delegations / Level 4 Financial Authorisations

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. **Leadership** – Provide effective management and supervision of CVS staff and Community Visitors and contribute to the team's professional development.
2. **Strategic Leadership** – Identify strategic goals and provide direction and influential leadership to others to achieve outcomes.
3. **Business Management Knowledge** – Demonstrate knowledge of client service delivery programs, financial management, human resources and general management practices and principles and ability to identify opportunities for process and systems improvement.
4. **Legislative Knowledge** – Demonstrate knowledge of the *Mental Health Act 2009 (SA)* and *Disability Services (Community Visitor Scheme) Regulations 2013 (SA)* and relevant state and national policy frameworks and extensive experience in interpreting legislation.
5. **Mental Health and Disability Services Knowledge** – Hold knowledge of state and national mental health and disability legislation, policies and services, the operation of the National Disability Insurance Scheme and policies and procedures of the Department of Human Services (DHS), DHS Disability Accommodation Services and SA Health mental health services.
6. **Relationships and Partnerships** – Develop and maintain productive working relationships with all levels of Government, agencies, client and community groups alongside developing and leading partnering initiatives and involving clients and stakeholders in these initiatives.
7. **Develop and Implement Policy and Procedures** – Anticipate the need for the development of new policies and procedures; provide direction and technical advice on changes to existing policy/procedures; implement, monitor, assess and evaluate policies and procedures.

Qualifications:

Essential: Appointment to position of a Community Visitor under the *Mental Health Act 2009 (SA)* for the duration of employment in the role.

Desirable: Tertiary qualification in human, health, legal or professional services.

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.

Approval:

Assessed by: Lazaras Panayiotou, Human Resources Business Partner		Date: 17/04/2026
Approved by: Bel Marsden, Director, Office of the Chief Executive and Governance		Date: 17/04/2026