

Role Description



Role title:	Classification:
Project Officer, Exceptional Needs Unit	ASO4
Division/Business unit:	Reports to:
Disability and Specialised Services/Exceptional Needs Unit	Team Leader, Business Services

Role purpose:

The Project Officer is a role within the Exceptional Needs Unit (ENU) and is accountable to the Team Leader, Business Services, Exceptional Needs Unit, for:

- Providing project, administrative and operational support to the Exceptional Needs Unit, including the processing of client service agreements, invoices and workforce onboarding requests.
- Collating, inputting and analysing data and undertaking research and trend analysis to support informed decision-making that meets internal and external reporting requirements.
- Contributing to the planning, development and delivery of services to ENU clients through effective project management and stakeholder support activities.

Key outcomes and accountabilities:

1. Develop and maintain service agreements for ENU clients.
2. Provide support to the practitioners by undertaking research, building networks, and records management practices.
3. Provide a range of project support services, including preparation of reports and briefs, coordinating resources, workforce onboarding, contract requisitions, maintaining documentation and monitoring plans to implement and maintain the client relationship management system.
4. Lead the data entry and generation of reports for ENU within a timely manner, ensuring accuracy and integrity of the information.
5. Contribute to the development and implementation of policies and processes and provide assistance with the administration and operationalisation of the ENU.
6. Communicate with internal and external stakeholders to facilitate the exchange of information and promote the ENU.

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.
- Successful applicant will be required to hold a Working with Children Check (WWCC) prior to being employed.
- Some out of hours work may be required.
- Inter and intra-state travel may be required.

Key Relationships/Interactions:

- Team Leader, Business Services (line manager)
- Exceptional Needs Unit staff and leadership
- Disability and Specialised services staff and other Government departments
- ENU External Stakeholders

Budget/Delegations:

No budget or delegation accountabilities for this role.

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. **Project Management** - Ability to develop and contribute to projects, especially related to client service agreements and policy development, including through sound written and oral communication skills.
2. **Data Management Experience** – Utilise experience in the management of and interrogation of systems to collect, collate, analyse, manipulate, and report on data from a range of sources.
3. **Interacting With Technology** – Interact with computer systems to develop resources, maintain databases, input and maintain client information systems and the effective use of communication applications.
4. **Effective Communication** - Communicate and work with people from diverse professional backgrounds and work as a team member to provide a holistic standards professional service.
5. **Problem Solving** - Take prompt action to solve problems, act on own judgement without prompting, look to go beyond job requirements to achieve objectives, analyse problems and think creatively to negotiate and implement sound solutions.
6. **Networking** - Develop and maintain constructive and effective working relationships which foster the trust and cooperation of a wide cross section of key stakeholders, staff and communities.

Qualifications:

Essential: Not applicable

Desirable: Not applicable

Supports and implements strategic direction

- Understands the big picture and contributes to the development of strategic direction for the BU.
- Assumes ownership of team goals and business objectives.
- Works with a whole-of-government mindset and aligns objectives with organisational priorities.
- Look for opportunities to initiate continuous improvement. Communicates effectively in times of uncertainty.
- Identifies and analyses complex problems relating to the team’s work objectives.

Achieves and monitors own results

- Delivers results and improvements to meet team objectives.
- Evaluates existing systems and resources and identifies opportunities for development and improvement.
- Makes decisions and manages risks affecting the team and individual role, even in ambiguous situations.
- Abides by the laws, regulations and policies determining team and individual role activities.
- Holds self and others accountable for reaching team outcomes and escalates issues where necessary.
- Monitors team/project performance and seeks feedback to guide improvements.
- Develops job-specific expertise and builds on the knowledge and skills of self and others to achieve objectives.

Enhances service delivery excellence

- Adds value to the BU by setting, reaching and encouraging high performance standards.
- Identifies and raises awareness of trends, potential problems and opportunities to meet the current and future needs of the business.
- Provides others with ongoing feedback and coaching for development.
- Identifies learning opportunities and encourages innovation and resourcefulness to meeting team performance standards.
- Embeds a strong customer service ethos by understanding needs.
- Effectively manages resources to meet competing and complex demands.



Cultivates productive working relationships

- Seeks to understand the perspectives of others and the implication in the wider public sector.
- Tailors approach to the audience or situation to ensure information is understood and key actions are agreed upon
- Constructively manages and resolves conflict by identifying boundaries and appropriate workarounds.
- Genuinely values the input, expertise and experience of others; promotes information sharing to gain new insights and deliver outcomes.
- Engages in strategic relationships with internal and external stakeholders.
- Is sensitive towards diverse agendas, concerns, interests and views and can adapt approach accordingly

Exhibits personal drive and professionalism

- Acts with integrity and promotes consistency among principles, organisational values and ethical behaviour.
- Displays belief in own strengths and abilities; challenges issues constructively and acknowledges mistakes.
- Adapts effectively to changing priorities and work demands, responding in a controlled manner.
- Self-evaluates performance, seeking feedback from others; recognises how behaviour impacts others.
- Promotes a culture that values respect and diversity within the team, and models this in all interactions.
- Ensures a focus on wellbeing and safety for self and others, and raises concerns where necessary.

Approval:

Assessed by: Madeline Yee, Lead HR Business Partner		Date: 22/04/2026
Approved by: Julie Rogers, Director, Clinical Specialised Services		Date: 22/04/2026