

Role Description



Role title:	Classification:
Principal Project and Policy Officer	AS07
Division/Business unit:	Reports to:
Office of the Chief Executive and Governance / Community Visitor Scheme	Assistant Principal Community Visitor

Role purpose:

The Principal Project and Policy Officer is a role within the Office of the Chief Executive and Governance and is accountable to the Assistant Principal Community Visitor for:

- Managing projects including policy initiatives, both strategic and operational, for the Community Visitor Scheme (CVS) from initiation to closure.
- Providing expert project/policy advice on contemporary issues and opportunities across the CVS to contribute to efficient and effective work practices.
- Developing connections and maintaining productive working relationships and collaborations with relevant stakeholders within government and externally.
- Strategic management of a comprehensive range of administrative, financial, human resource management, systems and related functions to support the CVS.

Key outcomes and accountabilities:

1. Lead, monitor, track and report on multiple projects and policies concurrently throughout project cycles, ensuring projects meet established milestones.
2. Prepare and write high-quality Ministerial correspondence, reports including the CVS Annual Report, briefings and presentations within timeframes.
3. Lead innovation and continuous improvement across the CVS and work in collaboration with the key stakeholders to effectively implement project and policy reform initiatives alongside developing project plans and briefs to identify opportunities and risks and specify delivery of project and policy outputs and timelines.
4. Undertake Community Visits as required and prepare associated reports.
5. Establish and maintain effective communication channels and working relationships across the portfolio and with Government, Commonwealth and non-government agencies, community and relevant stakeholders that assist with achieving project outcomes.
6. Develop and contribute to continuous improvement activities across the Community Visitor team, utilising and adapting current technologies to manage key work activities including scheduling, business analytics and reporting of high-risk findings.
7. Maintain comprehensive knowledge of the disability and mental health sector as well as issues affecting clients and staff in a rapid change environment.

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.

Key Relationships/Interactions:

- Assistant Principal Community Visitor (line manager)
- Principal Community Visitor
- Community Visitor Scheme staff
- Community Visitor Scheme volunteers
- Directors and Senior Managers from State Government agencies and other related organisations
- A range of contractors and stakeholders relevant to specific projects

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.
- Take action and provide services that are inclusive of Aboriginal people, people from culturally and linguistically diverse backgrounds, LGBTQIA+ people and people living with disability, as well as engaging in learning about other cultures and diverse communities to better establish relationships and improve services.
- We are committed to treating everyone equally, regardless of their race, culture, language, gender (including gender diversity), religion, sexuality, ability, or age.
- We are committed to open, inclusive workplaces that embraces and supports difference and diversity. This includes a zero tolerance for discrimination or disrespectful behaviours, whether to or by customers, staff, or suppliers and contractors.

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

1. **Project Management** – Utilise experience in complex human services policy, project management and research including consultation, negotiation and development activities with a wide cross section of stakeholders.
2. **Implement Projects, Policy and Programs** – Ability to plan, implement, monitor, assess and evaluate appropriate projects and programs in collaboration with key stakeholders.
3. **Focus on Results** – Challenge the status quo to deliver agreed goals and promote an overall strategic and results focus that meets organisational needs.
4. **Accountability and Decision Making** – Take responsibility for and demonstrate justifiable reasons for actions and decisions within areas of responsibility, evaluating all available information and taking action in line with organisational policy and values.

5. **Relationships and Networks** – Establish and maintain effective relationships and networks with internal and external stakeholders.
6. **Legislative Knowledge** – Understanding of the *Disability Services (Community Visitor Scheme) Regulations 2013*, *Mental Health Act 2009* and state and national disability mental health policy frameworks or the ability to acquire this knowledge.

Qualifications:

Desirable: Tertiary qualification in Project Management or Business discipline.

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, Assistant Human Resources Business Partner		Date: 06/05/2025
Approved by: Bel Marsdon, Director, Office of the Chief Executive and Governance		Date: 06/05/2025