



# Role Description

<b>Role title:</b>	<b>Classification:</b>
Executive Director, Child and Family Support	SAES Level 2
<b>Division/Business unit:</b>	<b>Reports to:</b>
Child and Family Support	Chief Executive

## Role purpose:

The Executive Director, Child and Family Support leads the Child and Family Support division(CFS) and is accountable to the Chief Executive for:

- Leading a major statewide service system and is accountable to the Chief Executive for providing high-level strategic advice on service reform and delivery for children and families.
- Stewarding a data and evidence-informed system and leading the design and implementation of prevention and early intervention strategies that position South Australia as a national leader in child and family support policy and practice.
- Representing DHS at a national level, shaping cross-jurisdictional policy, influencing funding and reform agendas, and contributing to national strategies addressing child abuse and neglect.
- Leading the delivery and integration of community-based services and systems, strengthening access, coordination and early intervention responses to ensure children and families are supported through connected, place-based service models.
- Driving community-led and culturally responsive approaches, partnering with the non-government sector and communities (including Aboriginal communities) to co-design services that improve outcomes and strengthen community capability and wellbeing.

## Key outcomes and accountabilities:

1. Leading of services that address child abuse and neglect (with emphasis on evidence-based interventions), intensive earlier supports that ensure children can be safely cared for in their homes, connected to family, community and culture.
2. Leading achievement of Closing the Gap priority reforms and relevant targets within CFSS.
3. Leadership and implementation of support services for specific vulnerable community groups through managing community funding programs and grant programs.
4. Leading strategic research that positions South Australia as a global leader in child abuse prevention and early intervention policy, program development and research.
5. Oversight of the design and delivery of referral and system oversight mechanisms to coordinate consistent high quality service delivery efforts across the DHS CFSS.
6. Ensuring a continuous improvement approach to service delivery aligned to best practice principles and a learning culture.

**Key outcomes and accountabilities:**

7. Providing a strong evidence base to guide South Australian Government funding decisions for prevention and early intervention services, and support coordinated investment priorities through negotiations with federal and local governments.
8. Providing strategic leadership across national forums, contributing to the development of Commonwealth and cross-jurisdictional policy, funding agreements and reform initiatives relating to child protection, prevention and early intervention.
9. Representing South Australia in national committees, advisory groups and intergovernmental negotiations, influencing strategic direction and positioning the State as a leader in evidence-informed service design.
10. Leading the development of innovative policy and service models that are recognised nationally and inform best practice approaches across jurisdictions.
11. Establishing and maintaining strategic partnerships with Commonwealth agencies, interstate jurisdictions, research institutions and peak bodies to shape national responses to child abuse and neglect.
12. Leading the development and implementation of integrated, place-based community service models, improving service accessibility, coordination and early intervention outcomes for children and families.  
Establishing and sustaining strategic partnerships with community and non-government sectors, embedding co-design, cultural safety and continuous improvement to strengthen service effectiveness and community capability.
13. Providing executive leadership, performance oversight and people management accountability for Directors and General Managers within Child and Family Support, ensuring integrated service delivery and capability development across the division.

*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.
- Intrastate and interstate travel involving overnight absences may be required.

**Key Relationships/Interactions:**

- Chief Executive (line manager)
- DHS Executive Leadership Team, Directors and senior managers
- Staff with the CFS division
- Ministers and Minister’s staff
- Senior Leaders in other agencies across all levels of Government
- Other government and non-government agencies and senior stakeholders
- Peak Bodies and Advisory Committees
- Commonwealth departments, interstate jurisdictions, and national peak bodies and advisory groups.

**Line Management Responsibility:**

- Director, Pathways Evidence and Partnerships (SAES1)
- Director, Safer Family Services (SAES1)
- General Manager, System Stewardship (MAS3)

**Budget/Delegations:**

- Human Resources Delegations Level 2
- Financial Authorisation Level 2 - \$1,500,000
- Gross expenditure budget: \$75m (includes Grants budget: \$31m)

**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. **Strategic Leadership** – Ability to identify strategic goals and provide direction and influential leadership to others to achieve outcomes in line with the priorities of the Department and government.
2. **Strategic Advice** – Experience in providing conceptual and strategic advice to executives, leadership and Ministers including the ability to prepare business cases balancing complex social, economic, environmental and political issues.
3. **Relationship and Partnerships** – Significant experience in engaging and collaborating with government agencies and industry groups to negotiate and co-design strategy and services. Superior interpersonal skills and demonstrated success in forging successful collaborations and building effective working relationships, networks and partnerships.
4. **Innovation** – Ability to foster a creative and dynamic environment that facilitates innovation and problem solving and drives efficiencies, a high-performance culture and excellence in service delivery.
5. **Risk Management** – Ability to identify and manage strategic risk through effective mitigation and prevention.
6. **Change Management** – Highly ethical leader, with proven experience in initiating, leading and managing change in a challenging and dynamic environment.
7. **Customer Service Ethos** – Ability to identify the needs of a diverse customer base and ensure that service delivery outcomes are consistent with customer needs and defined quality expectations.

**Qualifications:**

**Desirable:** Tertiary qualification in human services, public administration, social work, social or behavioural sciences, business administration or related fields.

**Key leadership competencies and expected behaviours at this classification:**

**Shapes Strategic thinking and change leadership**

- Creates a shared vision and mission for the BU/organisation.
- Inspires and influences others to assume ownership of organisational goals.
- Displays strategic thinking and planning to ensure the organisation moves towards its vision.
- Develops and oversees the implementation of change initiatives in a sometimes uncertain environment.
- Identifies and analyses problems, generates and evaluates alternative solutions and makes recommendations.

**Achieves organisational results**

- Drives for results while maintaining a focus on the BU and/or organisations strategic goals.
- Ensures priorities are clearly linked to both short term and long-term organisational objectives.
- Makes well informed, effective and timely decisions even when information is incomplete and ambiguous.
- Abides by the laws, regulations and policies determining public sector activities.
- Holds self and others accountable for own actions and for achieving quality, timely and transparent outcomes.
- Monitors the performance of the BU/organisation and seeks continuous improvement including a best practice approach to health, safety and wellbeing.
- Integrates technical expertise into the organisation to improve overall performance and delivery of organisational outcomes.

**Drives organisational excellence**

- Influence the success of outcomes by maximising organisational effectiveness, performance and sustainability.
- Anticipates and plans for future events, trends, problems and opportunities.
- Develops the ability of others to effectively perform and contribute to the organisation by providing ongoing feedback, coaching and opportunities for development and growth.
- Builds and manages the capability and expertise of the workforce to achieve organisational goals.
- Anticipates and meets the need of both internal and external clients. Delivers high quality goods and/or services.
- Carefully manages internal and external resources to ensure they are used efficiently to meet organisational objectives and the SA public sector strategic agenda.



**Forges relationships and engages others**

- Identifies the internal and external politics that impact the organisation. Has a clear perception of the political context and reality and acts accordingly.
- Approaches negotiations with a strong grasp of key issues and presents a convincing and balanced rationale.
- Identifies common ground to facilitate agreement and acceptance of mutually beneficial solutions.
- Manages and resolves conflicts and disagreements in a constructive manner. Encourages creative tension and differences of opinion.
- Gathers knowledge and shares information from a variety of sources, explores new ideas and different viewpoints, and promotes this culture throughout the organisation.
- Builds effective working relationships, networks and partnerships with internal and external individuals at all levels.
- Actively listens to others and responds in a clear, concise and diplomatic manner. Adapts communication style as appropriate.

**Exemplifies personal drive and professionalism**

- Models and promotes appropriate social, ethical and organisational standards in all interactions.
- Provides frank and fearless advice, and is prepared to make tough decisions to achieve desired outcomes.
- Demonstrates resilience in responding to changing directions. Modifies approach, processes and procedures either to fit a specific situation or in response to a changing organisational climate.
- Engages in regular critical reflection on feedback and experiences in the workplace and acts on these to facilitate professional growth.
- Capitalises on the positive benefits that can be gained from diversity. Uses understanding of differences to enhance the operation of the organisation.
- Values the health, safety and wellbeing of self and others by managing stress levels and work-life balance.

**Approval:**

Assessed by: Lazaras Panayiotou, HR Business Partner		Date: 12/05/2026
Approved by: Ruth Ambler, Chief Executive		Date: 29/05/2026