



# Role Description

<b>Role title:</b>	<b>Classification:</b>
Program Leader, Complex Team	ASO5
<b>Division/Business unit:</b>	<b>Reports to:</b>
Finance, Digital, and Customer Support / Concessions and Interpreting Services	Program Manager

## Role purpose:

The Program Leader, Complex Team is a role within Finance, Digital and Customer Support and is accountable to the Program Manager for:

- Delivering high quality customer service and application management relating to Concessions programs for eligible South Australians, including Funerals AssistanceSA (FASA), GlassesSA, Personal Alert AssistanceSA (PAASA), Medical Heating and Cooling (MHC) and Emergency Electricity Payment Scheme (EEPS), including conducting audits and investigations to ensure compliance with contractual requirements.
- Providing high level advice to management on program administration, supported by statistical tracking, analysis and reporting across concessions programs.
- Contribute to policy and procedure reviews in collaboration with management and policy teams, while providing leadership, training and support on complex assessments to staff and external providers.

## Key outcomes and accountabilities:

1. Maintain high standards of customer service and address complex issues raised by customers in a timely, efficient, and appropriate manner, including managing escalated calls/queries.
2. Establish, develop, and maintain close working relationships with a range of internal and external stakeholders (including CALD and Aboriginal communities) to ensure effective communication is achieved.
3. Undertake auditing and investigation of FASA program as required and when contractual agreements are not met, including overseeing the exhumation, transportation, and reburial of deceased.
4. Review and maintain systems to support the administrative requirements across Concessions Programs, primarily FASA, GlassesSA and PAASA.
5. Provide leadership, guidance, support, and training to all direct and indirect reports.
6. Provide high level advice and information to internal and external stakeholders regarding eligibility criteria across FASA, GlassesSA and PAASA programs.
7. Actively contribute to continuous improvement of ConcessionsSA operations by regular monitoring and reviewing of systems, and consult with management and the policy team on changes to policies and procedures.

*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.
- Some Intrastate travel may be required.
- Some out of hours may be required.

**Key Relationships/Interactions:**

- Program Manager (Line Manager)
- Manager, Concessions Programs
- Director, Concessions and Interpreting Services
- Complex Team staff
- Government and Non-Government Agencies
- Internal and external stakeholders including clients, funeral homes, health professionals, and the general public

**Budget/Delegations:**

Level 5 HR Delegations / No Financial Delegations

**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. **Accountability and Decision Making** - Take responsibility and can clearly justify actions and decisions. Make decisions within area of responsibility, evaluating all available information and taking action in line with organisational policy and values.
2. **Build Partnerships** - Understand the needs of a diverse range of customers and cultures and deliver services that meet these needs using initiative, creativity, negotiation, consultation, and conflict resolution skills.
3. **Interacting with Technology** - Interact with computer systems to test and develop resources, input, and maintain client information systems and the effective use of communication applications.
4. **Financial Management Knowledge Base** - Demonstrate knowledge of Basware mainframes, accounting and budgeting procedures, and an understanding of Treasury and Audit requirements in financial administration.
5. **Service Delivery Improvement** - Ability to gather, analyse and translate service delivery information into opportunities for process and systems improvement.
6. **Task Management** - Ability to determine priorities, manage complex and competing priorities and develop effective resolutions both individually and through working with others.

**Qualifications:**

Not applicable

**Key leadership competencies and expected behaviours at this classification:****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: Anthony Halkias, HR Business Partner

*A. Halkias*

Date: 28 May 2026

Approved by: Olga Laparidis, Director, Concessions and Interpreting Services

*Laparidis*

Date: 28 May 2026