



# Role Description

<b>Role title:</b>	<b>Classification:</b>
Program Manager, Child Safe Environments	ASO7
<b>Division/Business unit:</b>	<b>Reports to:</b>
Workforce Development & Integrity / Screening Unit	General Manager, Policy & Child Safe Environments

<b>Role purpose:</b>
<p>The Program Manager, Child Safe Environments is a role within the Screening Unit and is accountable to the General Manager, Policy and Child Safe Environments for:</p> <ul style="list-style-type: none"> <li>Leading the strategic design, delivery, and continuous improvement of the Child Safe Environments Program, ensuring alignment with legislative obligations and the application of trauma informed, inclusive, and evidence based approaches.</li> <li>Building and maintaining effective partnerships across government and non-government sectors, providing high level advice to senior leaders, and representing DHS in forums to strengthen a system wide culture of child safety and wellbeing.</li> <li>Driving community engagement, workforce development, and research initiatives that embed the Child Safe Environments: Principles of Good Practice and support continuous improvement informed by data, evidence, and lived experience.</li> </ul>

<b>Key outcomes and accountabilities:</b>
<ol style="list-style-type: none"> <li>Provide strategic, trauma informed leadership and high level project management in the design, delivery, evaluation and continuous improvement of the Child Safe Environments Program, to ensure compliance with legislative obligations and the advancement of safe, inclusive, and empowering environments for all children and young people.</li> <li>Establish, foster and sustain complex, collaborative partnerships with diverse internal and external stakeholders including, community members, government agencies, and non-government organisations, to strengthen shared responsibility for child safety.</li> <li>Represent DHS at state and national forums to enhance shared accountability, influence sector wide practice, and embed child safety principles in policy and systems through inclusive communication and knowledge exchange.</li> <li>Deliver high quality, evidence informed advice to senior managers, executives and key decision makers to shape strategic and operational planning, that promotes a strong, system wide culture of child safety, wellbeing and rights.</li> <li>Provide confidential, responsive, and culturally safe guidance to government and non-government organisations, supporting them to meet legislative obligations and apply trauma informed, rights based approaches tailored to the diverse needs of children, families, and communities.</li> <li>Lead the design, implementation, and evaluation of inclusive engagement and awareness strategies that centre the voices of children, families, service providers, and priority populations in shaping child safe environments and promoting the Child Safe Environments: Principles of Good Practice.</li> </ol>

**Key outcomes and accountabilities:**

7. Conduct rigorous research and critical analysis of national and international developments in organisational child safety to generate evidence based insights and recommendations that inform innovative continuous improvement, and alignment with legislation and best practice.
8. Provide values driven leadership, supervision, mentoring to staff, fostering wellbeing, professional capability, and a psychologically safe, inclusive team culture that drives collaboration and high quality outcomes.

*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.
- Occasional out of hours work may be required to meet operational or stakeholder engagement needs.
- Interstate and intrastate travel may be required as part of the role's responsibilities.

**Key Relationships/Interactions:**

- General Manager, Policy and Child Safe Environments (Line Manager)
- Policy and Child Safe Environments team
- Senior Managers and Executives within the Department of Human Services (DHS)
- Screening Unit and other DHS teams involved in child safety and protection
- Government agencies at state and national levels
- Non-government organisations and community service providers involved in child safety and wellbeing
- State and national child safety and protection forums, working groups, and advisory bodies
- Research bodies and academic institutions focused on child safety and trauma-informed practice

**Budget/Delegations:**

HR Delegation Level 4

**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 Leadership and Management** - Demonstrated experience in leading, managing and administering complex projects under broad direction, including developing and implementing trauma informed and inclusive strategies, policies, and processes that support government initiatives within legislative frameworks.
2. **Planning and Prioritisation** - Proven ability to plan, prioritise, and manage work for self and others to meet goals and deadlines, while navigating competing demands and delivering multiple change programs in complex environments.
3. **Communication and Stakeholder Engagement** - Highly developed verbal and written communication skills, combined with exceptional interpersonal abilities, diplomacy and tact, to engage and collaborate effectively with diverse stakeholders at all levels.
4. **Leadership, Negotiation, and Influence** - Skilled in leading, negotiating, and influencing to facilitate cooperation and partnership, establish and maintain strong working relationships, manage sensitive issues confidentially, and promote inclusive, respectful dialogue.
5. **Strategic Advice and Policy Development** - Proven experience providing high level evidence informed advice producing well structured reports and documents related to policy development, implementation, and evaluation, including active participation in key working groups, committees, and state and national forums.
6. **Governance and Business Analysis** - Extensive experience in formulating, implementing, delivering, analysing and evaluating complex business, financial management and governance policies and systems aligned with government and departmental strategic goals.

### Qualifications:

**Desirable:** Tertiary qualifications in social work, human services, law, education, public policy, or another relevant field related to child protection, child safety, or human 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: Anthony Halkias, HR Business Partner	<i>A. Halkias</i>	Date: 03/06/2026
Approved by: Martha Savva, Director, Screening Unit	<i>M Savva</i>	Date: 02/06/2026