

Role Description



Role title:	Classification:
Manager, Women's Information Service	ASO6
Division/Business unit:	Reports to:
Community and Family Services, Office for Women	Director, Office for Women (OFW)

Role purpose:
<p>The Manager, Women's Information Service is a role within the OFW and is accountable to the Director for:</p> <ul style="list-style-type: none"> • Leading and managing the Women's Information Service (WIS) programs and services. • Developing and implementing strategies for improving women's access to information and services. • Developing, implementing and analysing information systems to provide advice and inform policy development.

Key outcomes and accountabilities:
<ol style="list-style-type: none"> 1. Provide leadership, orientation, supervision, performance management and effective deployment and development of the WIS team (including volunteers). 2. Provide high level advice to management and key stakeholders across OFW, Department of Human Services and State Government on women's issues and information needs. 3. Provide strategic and innovative advice to identify and support the management of funding priorities for the development of OFW projects, programs and service delivery models. 4. Provide strategic advice and direction regarding technology, systems and communications to support high quality program and service delivery. 5. Establish and maintain effective and open networks, relationships and communication channels with key stakeholders to achieve effective business outcomes for WIS and the OFW. 6. Contribute to policy and prepare high quality written documents, including briefing, submissions and reports to a range of stakeholders within the required deadlines, as requested. <p><i>Note:</i> 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.</p>

Special conditions:
<ul style="list-style-type: none"> • 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. • The incumbent may be required to hold a current Australian issued Driver's Licence (equivalent to minimum class 'C' – South Australian), which must be maintained. Incumbent must be willing and able to drive all government vehicles within their licence classification during the course of their duties. • Some out of hours work may be required. • Inter and intra-state travel may be required.

Key Relationships/Interactions:

- Director, Office for Women (line manager)
- WIS staff and volunteers
- OFW leadership team and staff
- DHS executive and staff
- Other state and Commonwealth government departments, non-government organisations, service providers and stakeholders

Budget/Delegations:

HR Delegation level 5 / Financial Authorisation level 6

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.

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

1. **Leadership** – Provide effective management and supervision of staff and resolving conflict, provide practical advice on a wide range of residential care practices, lead by example and to contribute to the team's professional development.
2. **Relationships and Networks** – 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.
3. **Client Focus** – Utilise a variety of information sources to gain insight to understand client enquiries and devise best practice solutions.
4. **Service Delivery and Design** – Utilise experience in service planning methods and project management of complex projects by demonstrating high levels of problem solving, negotiation, analytical and conceptual skills.
5. **Service Delivery Improvement** – Ability to gather, analyse and translate service delivery information into opportunities for process and systems improvement.
6. **Coordinate Services for Clients** – Establish a network of support/community services for clients and inform clients of community service providers.
7. **Written Skills** – Utilise experience in presenting complex issues and findings in writing, such as reports, recommendations and briefing notes.

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: Tania Heames-Robson, HR Business Partner		Date:
Approved by: Sanjugta Vas Dev, Director, Office for Women		Date: