

Role Description



Role title:	Classification:
Information Project Officer - Safety Hubs Coordinator	ASO5
Division/Business unit:	Reports to:
Community and Family Services / Office for Women (OFW)	Manager, Women's Information Service

Role purpose:
<p>The Information Project Officer - Safety Hubs Coordinator, is a role within Community and Family Services and is accountable to the Manager, Women's Information Service (WIS), for:</p> <ul style="list-style-type: none"> • Coordination of Regional Safety Hub programs including the continuous improvement of programs and monitoring of service delivery through the Safety Hubs. • Oversight of Safety Hubs to enable operational consistency, collaboration and compliance in accordance with contract requirements and expectations. • Providing project support for WIS projects, including contract negotiations and variations, preparation of documentation, agreements and spreadsheets for financial reporting and development of training curriculum. • Assisting the development and continuous improvement of WIS services, through expanding stakeholder relationships, sourcing program opportunities and updating and reviewing WIS procedures.

Key outcomes and accountabilities:
<ol style="list-style-type: none"> 1. Support the design, implementation, monitoring and continuous review of the Safety Hub programs, taking into consideration the needs of the local community. 2. Effectively resolve issues and positive outcomes through liaison with key stakeholders. 3. Assist in the development and provision of project documentation that meets operational and corporate requirements for the Minister, boards, senior management and key stakeholders. 4. Maintain operational partnerships with host organisations and community groups at a local and state level, and lead effective communication processes with staff and key stakeholders. 5. Plan and monitor the performance of the team to deliver quality services in line with key objectives. 6. Drive community engagement activities in regional South Australia. 7. Contribute to developing and supporting a standardised structure of community engagement across the program. 8. Contribute to the management of projects that support government policy aims and objectives within set timeframes. <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:

- 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.
- Must 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 and inter/intra state travel may be required.

Key Relationships/Interactions:

- Manager, WIS (line manager)
- Director and OFW staff
- WIS community information workers, casual staff and volunteers
- OFW Safety Hub Partners
- Relevant government departments, non-government organisation and service providers.

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.

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

1. **Implement Projects and Programs** – Ability to plan, implement, monitor, assess and evaluate projects and programs that are complex and broad in scope under limited direction.
2. **Operational management** – Experience in developing and maintaining operating standards that consistently respond to client needs.
3. **Community Experience** – Utilise experience in managing and leading volunteers and providing support to individuals and other support workers.
4. **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.
5. **Building Teams** – Develop effective working relationships, and provide advice and communicate effectively with management, staff at all levels and with a diverse group of individuals.

6. **Networking** – Establish and maintain constructive and effective working relationship, which foster the trust and cooperation of a wide cross section of key stakeholders, including with peak and advisory bodies, staff and communities.
7. **Initiative and Problem Solving** – Take prompt action to solve problems, act on own judgement without prompting, analyse problems and think creatively to negotiate and implement sound solutions.
8. **Time Management and Goal Setting** – 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: Claudia Dalle-Nogare, HR Business Partner		Date: 16 / 10 / 2023
Approved by: Sanjugta Vas Dev, Director, Office for Women		Date: 08 / 12 / 2023