

Role Description

OFFICIAL



Government of
South Australia



human
services

Role title:	Classification:
Senior Project Officer	ASO6
Division/Business unit:	Reports to:
Child Safety and Family Support / Safer Family Services	Manager, Partnerships and Integrated Practice

Role purpose:

The Senior Project Officer is a role within Safer Family Services, and is accountable to the Manager, Partnerships and Integrated Practice for:

- Leading significant and/or complex projects within Safer Family Services to be delivered on time and within budget determining project visions, goals, outcomes and priorities, within the framework of the corporate plans and the objectives of the Department.
- Providing comprehensive specialist expertise contributing to the development and implementation of evidence informed services for children, young people, families and staff in response to health, wellbeing and cultural safety needs of children, families and community.
- Working collaboratively with key partners, internally and externally, to maintain effective collaborations and a network of strategic alliances across the CFSS.

Key outcomes and accountabilities:

1. Undertake change management activities for the implementation of continuous improvement activities under the Child and Family Support System.
2. Contribute to discipline-specific and multi-professional research, service development, innovative practices, and initiatives, through contemporary information and research, data analysis, evaluation of services and the development of recommendations to assist decision making and improving the effectiveness of existing policies, program planning and implemented strategies.
3. Manage and coordinate significant and/or complex projects in accordance with the associated project goals – ensuring the inclusion of communication strategies and appropriate reporting methodologies into program activities.
4. Initiating and fostering cross agency collaboration (including both government and non-government partners), and interconnectivity on strategic policies, projects and programs for the management of child and family support programs, including providing leadership in the formulation of departmental policies, projects and service development and practice tools.
5. Provide advice and undertake duties of a sensitive, critical and complex nature that supports beneficial outcomes and agreed performance indicators.
6. Contribute to and provide advice for critical strategic and operational planning and the delivery of a range of initiatives and continuous improvement projects that contribute to, or impacts on the ongoing success of, SFS.

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:

- **MANDATORY:** Successful applicant will be required to hold a National Police Check (NPC) and satisfactorily complete an Employment-related Screening Check where this is required for the role, prior to being employed.
- Successful applicant will be required to satisfactorily complete and hold a Department of Human Services (DHS) Working with Children Check (WWCC) prior to being employed.
- The incumbent may be required to undertake RRHAN-EC – Responding to Risks of Harm, Abuse and Neglect – Education and Care full day/online course and the updated online course posted as required.
- 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:

- Manager, Partnerships and Integrated Practice (line manager)
- Staff across Safer Family Services
- Early Intervention Research Directorate
- Other key stakeholders across the Department
- Senior Staff within other State and Non-Government agencies particularly Department of Child Protection (DCP), SA Health, Child and Family Health Services (CaFHS) and Department for Education
- External organisations, peak bodies, and stakeholder groups

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 and people from culturally and linguistically diverse backgrounds, as well as engaging in learning about other cultures 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 appropriate projects and programs in collaboration with key stakeholders.
2. **Subject matter expertise** – Demonstrate knowledge of Child Protection legislation, the impact of trauma, and the service opportunities available from other agencies to ensure project plans are appropriately designed and implemented for the child protection/family preservation realm.
3. **Communications and Information Management** – Provide leadership and management in the delivery of high-quality client relations through efficient and effective practices and procedures.
4. **Written Skills** – Utilise experience in presenting complex issues and findings in writing, such as reports, recommendations and briefing notes.
5. **Initiative and Problem Solving** – Take prompt action to solve problems, act on own judgement without prompting, look to go beyond job requirements to achieve objectives, analyse problems and think creatively to negotiate and implement sound solutions strategic and operational outcomes in a sensitive and complex environment.
6. **Person-Centred Planning** – Demonstrate an in-depth understanding of the principles and strategies informing person-centred planning approaches.
7. **Relationships and Partnerships** – Develop and maintain productive working relationships with all levels of Government, agencies, client and community groups. Develop and lead partnering initiatives and involve clients and stakeholders in local initiatives, that includes creating a safe and inclusive work environment.

Qualifications:

Essential: Not applicable

Desirable: Tertiary qualification in a relevant discipline or equivalent level of expertise gained from a combination of experience, training or professional accreditation, such as in project management principles and methodologies, including implementation and timely deliverables.

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: Lazaras Panayiotou, Assistant Human Resources Business Partner		Date: 08/07/2024
Approved by: Annie Francis, Acting Director, Safer Family Services		Date: 08/07/2024