# Role Description

| Role title: | Classification: |
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| Senior Project and Policy Officer | ASO6 |
| **Division/Business unit:** | **Reports to:** |
| Office of Domestic, Family and Sexual Violence (DFSV) / Prevention, Partnerships and Evidence | Manager, Lived Experience and Engagement |

**Role purpose:**

The Senior Policy and Project Officer, Prevention, Partnerships and Evidence is a role within the Office of DFSV and is accountable to the Manager, Lived Experience and Engagement for:

- Leading the Department's preparation for reform initiatives that centre the voices and experiences of children young people and adults affected by domestic, family, and sexual violence to ensure all legal, policy and governance obligations are met.
- Engaging directly with children, young people and adults sharing lived experience expertise.
- Leading lived experience policy, program design, and service delivery across the portfolio, ensuring reforms are trauma-informed, inclusive, and responsive to the needs of children and young people.
- Establishing and maintaining comprehensive and effective systems, processes, and communication strategies.
- Monitoring the progress of the Royal Commission recommendation implementation and emerging issues, identifying implications and providing high-level advice.

**Key outcomes and accountabilities:**

1. Assist with developing and maintaining operating standards and lived experience engagement frameworks for children, young people and adults across domestic, family, and sexual violence reform initiatives.
2. Collaborate with stakeholders to co-design culturally safe, trauma-informed, and person-centered approaches.
3. Conduct culturally safe, trauma-informed, and person-centered engagement with children, young people and adults sharing their lived experience expertise and appropriately capture and communicate the outcomes of engagement.
4. Provide expert advice and lead effective communication engagement and stewardship across the department and with key stakeholders, including senior executives, the Minister and other government and non-government agencies.
5. Conceptualise, develop, implement and evaluate projects and programs in accordance with project management methodologies and aligned with departmental policies and outcomes frameworks to ensure successful outcomes, monitoring service delivery and addressing any issues promptly.
6. Manage the provision of high-quality briefings, summaries, submissions, responses and any other documentation as required.
7. Monitor trends and progress and adapt strategies, procedures and policies to deliver the highest level of service.

*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.
- Successful applicant will be required to hold a Department of Human Services (DHS) Working with Children Check (WWCC) prior to being employed and maintain a DHS WWCC during employment.
- Successful applicant will be required to provide evidence of completion of the Child Safe Environments for Children and Young People full day training course or evidence of enrolment.
- 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 intrastate travel may be required.

**Key Relationships/Interactions:**

- Manager, Lived Experience and Engagement (line manager)
- Director Prevention, Partnerships and Evidence
- Office of DFSV division
- Children and young people with lived experience
- DHS Executive Staff, Directors and Senior Managers
- Minister's Office and other Government and non-government agencies
- Interagency governance and reform committees

**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.
- 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 differences.
- 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 Management Experience –** Demonstrated experience in developing, managing and reporting on projects in accordance with timelines and budget.
2. **Stakeholder Engagement –** Proven ability to 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. **Lived Experience Engagement and Co-Design -** Extensive experience designing, implementing and engaging and/or participating in trauma-informed, culturally safe engagement frameworks that empower children, young people and adults to influence policy, programs, and service design.
4. **Understanding of Political Systems –** High level political acumen and an understanding of government priorities, policies, processes and accountabilities.
5. **Written proficiency –** Extensive experience in presenting complex issues and findings in writing, such as reports, recommendations and briefing notes.
6. **Communication and Influence -** Exceptional written and verbal communication skills to prepare high-level briefings, ministerial correspondence, and strategic advice that influence decision-making and public discourse.

**Qualifications:**

**Desirable:** An appropriate tertiary qualification in Social Sciences, Early Childhood Education, Social Work or a related field or a Diploma in Project Management.

| Key leadership competencies and expected behaviours at this classification: |
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| **Supports and implements strategic direction**<br>☒ Understands the big picture and contributes to the development of strategic direction for the BU.<br>☐ Assumes ownership of team goals and business objectives.<br>☒ Works with a whole-of-government mindset and aligns objectives with organisational priorities.<br>☒ Look for opportunities to initiate continuous improvement. Communicates effectively in times of uncertainty.<br>☒ Identifies and analyses complex problems relating to the team's work objectives. |
| **Achieves and monitors own results**<br>☒ Delivers results and improvements to meet team objectives.<br>☒ Evaluates existing systems and resources, and identifies opportunities for development and improvement.<br>☐ Makes decisions and manages risks affecting the team and individual role, even in ambiguous situations.<br>☒ Abides by the laws, regulations and policies determining team and individual role activities.<br>☒ Holds self and others accountable for reaching team outcomes, and escalates issues where necessary.<br>☒ Monitors team/project performance and seeks feedback to guide improvements.<br>☒ Develops job-specific expertise and builds on the knowledge and skills of self and others to achieve objectives. |
| **Enhances service delivery excellence**<br>☒ Adds value to the BU by setting, reaching and encouraging high performance standards.<br>☒ Identifies and raises awareness of trends, potential problems and opportunities to meet the current and future needs of the business.<br>☐ Provides others with ongoing feedback and coaching for development.<br>☒ Identifies learning opportunities and encourages innovation and resourcefulness to meeting team performance standards.<br>☒ Embeds a strong customer service ethos by understanding needs.<br>☒ Effectively manages resources to meet competing and complex demands. |
| **Cultivates productive working relationships**<br>☒ Seeks to understand the perspectives of others and the implication in the wider public sector.<br>☒ Tailors approach to the audience or situation to ensure information is understood and key actions are agreed upon<br>☐ Constructively manages and resolves conflict by identifying boundaries and appropriate workarounds.<br>☒ Genuinely values the input, expertise and experience of others; promotes information sharing to gain new insights and deliver outcomes.<br>☒ Engages in strategic relationships with internal and external stakeholders.<br>☒ Is sensitive towards diverse agendas, concerns, interests and views and can adapt approach accordingly |
| **Exhibits personal drive and professionalism**<br>☒ Acts with integrity and promotes consistency among principles, organisational values and ethical behaviour.<br>☒ Displays belief in own strengths and abilities; challenges issues constructively and acknowledges mistakes.<br>☒ Adapts effectively to changing priorities and work demands, responding in a controlled manner.<br>☒ Self-evaluates performance, seeking feedback from others; recognises how behaviour impacts others.<br>☒ Promotes a culture that values respect and diversity within the team, and models this in all interactions.<br>☒ Ensures a focus on wellbeing and safety for self and others, and raises concerns where necessary. |

| Approval: | | |
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| Assessed by: Olivia Concesso, Lead HR Business Partner | | Date: |
| Approved by: Kerry Beck, Executive Director, Office of DFSV | | Date: |