



Role Description

Role title:	Classification:
Director, Safer Family Services	SAES Level 1
Division/Business unit:	Reports to:
Child and Family Support/ Safer Family Services	Executive Director, Child and Family Support

Role purpose:
<p>The Director, Safer Family Services (SFS) is a role within Child and Family Support (CFS) and is accountable to the Executive Director, CFS for:</p> <ul style="list-style-type: none"> • Leading the design, establishment, management and evaluation of service delivery that supports the reform of Child and Family Support System (CFSS) and reflects appropriate review and evaluation, feedback mechanisms, a focus on teamwork, effective risk management and collaboration. • Providing leadership in strategic engagement with government agencies, non-government providers and other stakeholders to reduce the number of children going in to out of home care, with a particular focus on Aboriginal and Torres Strait Islander children. • Providing ongoing strategic advice to the Minister and Chief Executive of the Department of Human Services (DHS) on service delivery and key dependencies and sensitivities of the CFSS. • Overseeing the delivery of major funding and service initiatives to address child and family support reform, ensuring accountability and measurable outcomes.

Key outcomes and accountabilities:
<ol style="list-style-type: none"> 1. Establishing strategic directions and actions for the SFS directorate, lead the implementation of the business plan, manage internal resources according to organisational priorities and put strategies in place to ensure continuous improvement. 2. Provide leadership in the delivery of high quality, efficient and effective services to foster an environment that inspires staff to continually improve client experience and actively promote a culture of performance accountability. 3. Ensure that there is a specific focus on the Aboriginal and Torres Strait Islander co-design principles in the development of systems and services. 4. Provide high level leadership in practice development and the development of appropriate tools and framework to support practitioners across the sector. 5. Provide authoritative strategic advice and high-level briefing to the Minister, Chief Executive, Deputy Chief Executive, and other senior leaders in collaboration with the Assistant Director, SFS on all matters pertaining to the CFSS. 6. Provide visionary executive leadership to the SFS directorate by fostering a high-performing, inclusive organisational culture that prioritises capability development, change management, innovation, and alignment with public sector values and whole-of-government strategies. 7. Commission and oversee independent evaluations and foster strategic partnerships with external organisations and government agencies to embed evidence-based practice and continuous learning across programs and policies to support CFSS reform.

Key outcomes and accountabilities:

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.
- 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.
- Interstate and intrastate travel may be required and may include overnight stays.

Key Relationships/Interactions:

- Executive Director, CFS (line manager)
- Minister responsible for portfolio
- Chief and Deputy Chief Executive
- DHS executives and senior Managers
- SFS staff
- Non-government organisations, key community groups, including NGO peak bodies
- Pathways, Evidence and Partnerships and System Stewardship directorates regarding collaborative reform
- The key government agencies, specifically, Department for Child Protection, Department for Education, and Department for Health & Wellbeing
- Key personnel across all levels of government

Budget/Delegations:

- Human Resources Delegations Level 3
- Financial Authorisation Level 3 - \$500,000

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. **Sector Experience** – Demonstrated knowledge of leading best practice and contemporary practice in the field of child and family support services, and the ability to translate this into practice across a complex system of government and non-government services
2. **Strategic Leadership and Alignment** – Ability to set and drive long-term reform agendas that align with departmental goals, State and Commonwealth child and family support priorities, and broader government strategies.
3. **People Leadership and Change Management** – Demonstrated ability to lead high-performing teams, build workforce capability, and drive inclusive, future-focused organisational change.
4. **Innovation and Evidence-Based Practice** – High-level strategic thinking skills, with a demonstrated ability to design, implement, and evaluate innovative systems, strategies, and partnerships that enhance population health outcomes and ensure the delivery of high-quality service interventions.
5. **Executive Policy and Advisory Expertise** – Proven capability to lead complex policy and legislative initiatives and provide high-level, evidence-informed advice to Ministers, executives, and senior decision-makers.
6. **Political Acumen and Communication** – High-level communication and influencing skills, with the ability to operate effectively in politically sensitive contexts and represent the state in national policy forums.
7. **Relationship and Partnerships** – Exceptional relationship management capability with the ability to negotiate and influence at all levels and to engage, build strong relationships, collaborate, and develop mutually beneficial alliances and partnerships with stakeholders, Aboriginal communities, elders, organisations and peak groups with a commitment to closing the gap and inequities in the health and wellbeing of Aboriginal communities, particularly infants, children, young people and women who are most at risk.

Qualifications:**Desirable:**

- Appropriate degree or equivalent qualification which gives eligibility for full membership of the Australian Association of Social Workers; or
- Tertiary qualification in psychology, human services, criminal justice, public administration, social or behavioural sciences, business administration or related fields; or
- Equivalent executive experience in leading complex policy, reform, or service delivery in the areas of child protection, child and family support, or human services.

Key leadership competencies and expected behaviours at this classification:

Shapes Strategic thinking and change leadership

- Creates a shared vision and mission for the BU/organisation.
- Inspires and influences others to assume ownership of organisational goals.
- Displays strategic thinking and planning to ensure the organisation moves towards its vision.
- Develops and oversees the implementation of change initiatives in a sometimes uncertain environment.
- Identifies and analyses problems, generates and evaluates alternative solutions and makes recommendations.

Achieves organisational results

- Drives for results while maintaining a focus on the BU and/or organisations strategic goals.
- Ensures priorities are clearly linked to both short term and long-term organisational objectives.
- Makes well informed, effective and timely decisions even when information is incomplete and ambiguous.
- Abides by the laws, regulations and policies determining public sector activities.
- Holds self and others accountable for own actions and for achieving quality, timely and transparent outcomes.
- Monitors the performance of the BU/organisation and seeks continuous improvement including a best practice approach to health, safety and wellbeing.
- Integrates technical expertise into the organisation to improve overall performance and delivery of organisational outcomes.

Drives organisational excellence

- Influence the success of outcomes by maximising organisational effectiveness, performance and sustainability.
- Anticipates and plans for future events, trends, problems and opportunities.
- Develops the ability of others to effectively perform and contribute to the organisation by providing ongoing feedback, coaching and opportunities for development and growth.
- Builds and manages the capability and expertise of the workforce to achieve organisational goals.
- Anticipates and meets the need of both internal and external clients. Delivers high quality goods and/or services.
- Carefully manages internal and external resources to ensure they are used efficiently to meet organisational objectives and the SA public sector strategic agenda.

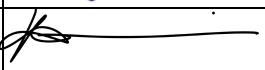
Forges relationships and engages others

- Identifies the internal and external politics that impact the organisation. Has a clear perception of the political context and reality and acts accordingly.
- Approaches negotiations with a strong grasp of key issues and presents a convincing and balanced rationale.
- Identifies common ground to facilitate agreement and acceptance of mutually beneficial solutions.
- Manages and resolves conflicts and disagreements in a constructive manner. Encourages creative tension and differences of opinion.
- Gathers knowledge and shares information from a variety of sources, explores new ideas and different viewpoints, and promotes this culture throughout the organisation.
- Builds effective working relationships, networks and partnerships with internal and external individuals at all levels.
- Actively listens to others and responds in a clear, concise and diplomatic manner. Adapts communication style as appropriate.

Exemplifies personal drive and professionalism

- Models and promotes appropriate social, ethical and organisational standards in all interactions.
- Provides frank and fearless advice, and is prepared to make tough decisions to achieve desired outcomes.
- Demonstrates resilience in responding to changing directions. Modifies approach, processes and procedures either to fit a specific situation or in response to a changing organisational climate.
- Engages in regular critical reflection on feedback and experiences in the workplace and acts on these to facilitate professional growth.
- Capitalises on the positive benefits that can be gained from diversity. Uses understanding of differences to enhance the operation of the organisation.
- Values the health, safety and wellbeing of self and others by managing stress levels and work-life balance.

Approval:

Assessed by: Olivia Concesso, Lead HR Business Partner		Date: 04/09/2025
Approved by: Katherine Hawkins, Executive Director, CFS		Date: 05/09/2025