

Director, Quality and Safeguarding

Department for Child Protection

*Nurturing happy, healthy kids so they
can grow up safe and reach their full potential*

CLASSIFICATION:

SAES1

REPORTS TO:

CHIEF PRACTITIONER

ROLES REPORTING TO THIS ROLE:

VARIOUS

DIRECTORATE:

OFFICE OF PROFESSIONAL PRACTICE

FTE:

1.0

ROLE PURPOSE:

The Director, Quality and Safeguarding provides strategic leadership and expert oversight of quality assurance, safeguarding systems and critical review functions within the Department for Child Protection (DCP). As a senior leader within the Office of Professional Practice, the role is responsible for driving systemic improvements that enhance the safety, wellbeing and outcomes of vulnerable children, young people and their families. The Director leads high-impact initiatives, policy development and cross-sector engagement to ensure DCP's service delivery is evidence informed, culturally responsive and aligned with best practice standards. With accountability for key functions such as incident reporting, quality of care, strategic projects, practice improvements and operational policy governance, the role is pivotal in strengthening practice accountability and embedding a culture of continuous improvement.

KEY ACCOUNTABILITIES:

1. Provide strategic leadership in the development, implementation and continuous improvement of the department's Quality and Safeguarding functions, ensuring alignment with DCP's vision, priorities and systemic reform agendas.
2. Ensure quality governance systems and accountability mechanisms are embedded across DCP, identifying system level risks and opportunities for policy, practice and workforce development to support improved outcomes for children, young people and their families.
3. Provide strategic oversight and leadership in the development, implementation and governance of operational guidance and practice requirements across DCP, ensuring alignment with the department's Policy Governance Framework and that all guidance reflects best practice, legislative compliance and Commonwealth and State strategic priorities.
4. Oversee and lead the department's critical assurance functions with a focus on continuous improvement, systemic learning, accountability, and the prevention of harm.
5. Lead and direct the department's key safeguarding operational units – including the Significant Incident Reporting Unit, Incident Management Unit and Quality of Care Unit, ensuring insights inform risk mitigation, systemic learning and strategic safeguarding reforms.
6. Lead high-impact projects and reform initiatives, ensuring the timely delivery of outcomes that enhance the quality, consistency, and cultural responsiveness of frontline child protection practice.
7. Collate, analyse and synthesise data, research and emerging issues to inform evidence-informed practice improvements and provide an evidence-base for the development of policy, service design and continuous quality improvement initiatives.
8. Build and maintain strong, strategic partnerships with internal and external stakeholders, including government, non-government, community and Aboriginal organisations, to shape and influence safeguarding policy and service delivery reform.
9. Contribute to the recognition, protection, and advancement of the fundamental human rights of self-determination in accordance with the Aboriginal and Torres Strait Islander Child Placement Principle.
10. Foster a high-performance culture by leading, mentoring and developing staff, supporting capability development, accountability, wellbeing and cultural safety.
11. Actively promoting and ensuring the maintenance of a professional, safe and equitable work environment by adhering to all legislative and policy requirements and implementing work practices consistent with applicable government guidelines and legislations, including the Public Sector Act 2009, the Equal Opportunity Act 1984, Work Health and Safety Act 2012 and the State Records Act 1997.



KEY RELATIONSHIPS / INTERACTIONS:**Internal**

- Chief Executive
- Deputy Chief Executive
- Chief Practitioner
- Executive Director, Aboriginal Policy & Services
- Staff in all Directorates
- DCP Executive group
- Regional Directors

External

- Education and research bodies
- Crown Law and Youth Court
- Oversight bodies including Guardian for Children and Young People, Ombudsman SA
- Peak bodies
- Other state and Commonwealth authorities

QUALIFICATIONS:**Essential:**

Tertiary qualification in a relevant field such as social work, human services, psychology, health, or a related discipline.

Desirable:

Postgraduate qualification in areas such as public administration, leadership, policy, child protection, safeguarding or quality improvement

ESSENTIAL TECHNICAL KNOWLEDGE / EXPERTISE:

- Proven ability to provide strategic leadership and direction within a complex service delivery environment, with a focus of quality, safeguarding, and professional practice.
- Demonstrated experience leading reform and cultural change initiatives across a statewide organisation.
- Strong leadership skills in driving practice and service improvements that reduce risk factors and enhance safety outcomes and for children and young people.
- Extensive knowledge of the child protection and/or human service system and innovative policy, strategy development and service delivery.
- Experience leading and supporting multi-disciplinary teams to deliver both strategic projects and business-as-usual operations aligned with organisational priorities.
- Demonstrated ability to work in partnership with Aboriginal communities and organisations, with a commitment to culturally responsive practice and Closing the Gap outcomes.
- Skilled in identifying systemic risks and emerging practice trends, and applying evidence to inform strategy, policy, and continuous improvement.
- Highly developed communication, negotiation and stakeholder engagement skills, with the ability to influence and build trust at all levels.
- Demonstrated success in developing and implementing strategic policy, quality frameworks, and governance structures that support high-performing practice.



SAES SELECTION CRITERIA: CORE COMPETENCIES	PUBLIC SECTOR VALUES	
<p>The claims of each applicant will be assessed against the five criteria below. Applicants are not required to address each and every competency element outlined under the key headings. Applicants should frame their application in the context of the requirements of the position and its key outcomes.</p> <hr/> <p>Shapes Strategic Thinking and Change Anticipates and plans for future events, trends, problems and opportunities and exercise sound judgement. Develop creative solutions, stimulating new ways of thinking and solving problems. Key elements of the competency:</p> <ul style="list-style-type: none"> Creates vision Thinks and acts strategically Solves problems Inspires Leads and influences change <p>Achieves Results Makes timely, quality decisions taking a broad range of factors into consideration. Evaluates reasonable risk-taking opportunities. Sets broad organisational goals and priorities in order to drive results consistent with government direction and public expectations. Key elements of the competency:</p> <ul style="list-style-type: none"> Achieves and delivers results Exercises sound judgement Evaluates Drives organisational effectiveness Manages compliance with legislation Applies technical expertise Assumes accountability <p>Drives Business Excellence Builds an effective, sustainable, and high performing organisation through leadership. Engages and aligns human, financial and information resources to achieve strategic targets. Plans for future organisational needs to minimise risk and maximise opportunity. Leads organisational change that maximises results. Key elements of the competency:</p> <ul style="list-style-type: none"> Influences organisational performance Predicts and plans for future organisational needs Promotes a customer service ethos Leads and develops people Builds capability and expertise Directs resources <p>Forges Relationships and Engages Others Builds effective working relationships, networks, and partnerships with internal and external bodies at all levels. Creates a commitment to customer service excellence. Actively listens to what others have to say and responds in a clear, concise, and diplomatic manner. Adapts communication style as appropriate. Key elements of the competency:</p> <ul style="list-style-type: none"> Develops and uses political savvy Negotiates and influences Manages conflict Promotes information sharing and the gathering of knowledge Establishes and maintains strategic networks Communicates clearly and adapts to audience 	<p>✓ Service: <i>We proudly serve the community and Government of South Australia</i></p> <p>✓ Professionalism: <i>We strive for excellence</i></p> <p>✓ Trust: <i>We have confidence in the ability of others</i></p> <p>✓ Respect: <i>We value every individual</i></p>	<p>✓ Collaboration & Engagement: <i>We create solutions together</i></p> <p>✓ Honesty & Integrity: <i>We act truthfully, consistently and fairly</i></p> <p>✓ Courage & Tenacity: <i>We never give up</i></p> <p>✓ Sustainability: <i>We work to get the best results for the current and future generations of South Australians</i></p>
	<p>CORPORATE RESPONSIBILITIES</p> <ul style="list-style-type: none"> Maintain accurate and complete records in accordance with the State Records Act 1997 and departmental policies, procedures, and practice guidance. Understand and follow the requirements of confidentiality within the Children and Young People (Safety) Act 2017, and whole of government and DCP policies, procedures, and practice guidance to facilitate appropriate standards of confidentiality and information sharing practice. Actively participate in performance development processes. Comply with reporting obligations arising from legislation, professional conduct standards including the Code of Ethics for the South Australian Public Sector, and departmental policies, procedures, and practice guidance. Undertake mandatory training activities as specified with the DCP Mandatory Training Procedure. Actively contribute to Reconciliation, and to the aims and objectives of the wider Aboriginal & Torres Strait Islander Child Placement Principle. Demonstrate a commitment to preventing gendered violence against women consistent with DCP's status as a White Ribbon Accredited Workplace. Actively support DCP's commitment to ensuring a workplace culture that is respectful, safe, and inclusive where our employees are free from discrimination and are recognised for the individual and collective skills and perspectives that they bring by virtue of culture, race, gender, disability, age, sexual orientation, gender identity, intersex status and other differences. Act at all times in accordance with the Code of Ethics for the South Australian Public Sector and legislative requirements including (but not limited to) the Public Sector Act 2009 and Work Health and Safety Act 2012. 	

Exemplifies Personal Drive and Professionalism

Models ethical practice and embeds the values of the public sector into the culture of the organisation. Acts with integrity while promoting consistency among principles, values, and behaviours. Sets challenging personal and organisational performance standards and pursues them with passion and energy.

Key elements of the competency:

- Models the South Australian executive service values
- Engages with risk and shows personal courage
- Displays flexibility and resilience
- Demonstrates self-awareness and a commitment to personal development
- Promotes and integrates diversity into the workplace
- Values wellbeing for self and others

SPECIAL CONDITIONS

- Negotiated contract appointment for up to 3 years.
- Out of hours work, including on call, is required.
- Inter and Intra-state travel may be required.
- Required to achieve performance targets that are negotiated and mutually agreed with the Chief Practitioner and in turn establish and monitor performance targets with those reporting to the position.
- Appointment subject to a satisfactory Department of Human Services (DHS) Working with Children Check prior to being employed, which is required to be renewed every five years before expiry.
- The incumbent will be required to undertake mandatory training as required.
- Australian residency or current works permit is required (responsibility of applicant to provide evidence of a current work permit).



YOU WILL CONTRIBUTE TO:



OUR VISION is for all children and young people to grow up safe, healthy, connected and feeling loved so they reach their full potential.



OUR PURPOSE: The Department for Child Protection protects, cares for and empowers children and young people at risk and in care. We do this by working together with our key partners to respond to abuse and neglect, keep children and young people safe from further harm, help them heal from trauma and reach their full potential.



Leaders in practice excellence

Staff in all parts of child protection develop and use best practice in their work to deliver improved outcomes for children, young people, carers and families.



Closing the Gap

We commit to a transformed child protection system that makes active efforts and where Aboriginal people and communities are empowered to lead decision making about the care and wellbeing of Aboriginal children and young people.



A child protection system that meets the needs of children and young people

We commission and deliver services based on a deep understanding of the needs of children and young people in care and our aspirations for them to heal from trauma and reach their full potential.



A thriving workforce

We are future focused in our workforce strategy, supporting and valuing our staff, proactively recruiting, and establishing sustainable systems, processes and workplaces that enable us to be highly effective.



Active and collaborative partnerships

We work together with our service partners and alongside the community to improve outcomes for children, young people, carers and families.



Working alongside carers

We respect and value carers as vital partners in keeping children and young people safe and well.



Quality services and safeguarding

We are accountable and transparent, and pursue continuous improvements to promote the safety and wellbeing of children and young people throughout the services we fund and provide.

CERTIFIED CORRECT

Delegate's Name & Title: _____

Signature: _____

Date: / /

People and Culture: _____

Date: / /



Government of South Australia
Department for Child Protection