

Directorate Business Manager

Department for Child Protection

OFFICIAL

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

CLASSIFICATION:

ASO6

REPORTS TO:

Chief Practitioner

ROLES REPORTING TO THIS ROLE:

Nil

DIRECTORATE:

Office of Professional Practice

FTE:

1.0

ABOUT THIS ROLE:

The Directorate Business Manager is a role within the Department for Child Protection and is accountable to the Chief Practitioner for managing the provision of system, project, finance and HR support across the Directorate. The role is responsible for providing leadership to business support staff and supporting strategic planning and reporting for the Directorate.

YOU WILL BE ADDING VALUE BY:

1. Provide advice, support and recommendations to the Chief Practitioner, Director Specialist Practice, Director Quality and Safeguarding and Managers across the Directorate s in relation to all HR, budgeting and business administration matters.
2. Provide oversight and coordination of procurement and contract activity across OPP, including maintaining tracking mechanisms ensuring appropriate verification contract and procurement documentation. Support the coordination of invoice submissions and payments in line with MOAA requirements, contributing to effective governance, compliance, and financial administration.
3. Develop and maintain effective and strategic networks, relationships and communication channels; to increase team/unit effectiveness and achieve departmental goals.
4. Use negotiation and influence skills to convey information and recommendations relating to workforce effectiveness across the Directorate.
5. Supervise and guide staff within the unit.
6. Identify staff development needs and source appropriate development opportunities/programs to meet those needs.
7. Manage operational resources effectively, including financial, human resources and general administrative operations.
8. Monitor Workforce Health and Safety systems to meet legislative requirements, and implement improvements where required.
9. Identify and formulate opportunities for business improvement in line with strategic business planning.
10. Provide policy and project advice on Financial or Human Resource matters across the Directorate
11. Monitor staffing resource requirements across the Directorate.
12. Monitor monthly financial reports, expenditure and budget variations to meet budgetary requirements.
13. Plan and monitor the performance of the team to deliver quality services in line with the key objectives.
14. Provide input into the identification and management of funding priorities for the development of projects and models.
15. Deliver business systems and processes that support operational requirements and meet legislative and contractual requirements.



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16. Manage resources and risks effectively through developing best practice and quality assurance systems, operational standards and implementing risk mitigation strategies.
17. Use resources efficiently by managing budget and expenditure for the unit and support activities.
18. Make decisions within area of responsibility, evaluating all available information and taking action in line with organisational policy and values.
19. Contribute to business planning, including providing advice and support.
20. 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.
21. Contribute to maintaining a safe and healthy work environment by taking personal accountability by identifying and reporting incidents, hazards, and injuries in accordance with DCP policy & procedure and cooperating and complying with reasonable instructions of DCP line management and WHS Officers.

WHO YOU WILL WORK WITH:**Internal**

- Chief Practitioner (direct line manager)
- Director, Quality and Safeguarding
- Director, Specialist Practice
- Management and staff across the Directorate and across Department for Child Protection

External

- Other government and non-government organisations

QUALIFICATIONS**Essential:** Nil**YOUR CAPABILITIES:**

- Demonstrate knowledge of client services, financial management, human resources and general management practices and principles.
- Proven experience in the planning, preparation and reporting of budget allocations, with knowledge of government accounting standards, policies, and practices.
- Demonstrated ability to work effectively to achieve positive business results by delivering effective outcomes, including displaying competence, initiative and sound judgment to identify service delivery improvement and opportunities, analyse and solve complex problems, and meet deadlines.
- Demonstrated ability to communicate effectively verbally and in writing at all levels, including providing expert advice and reports, conducting successful negotiations, resolving conflict and facilitating the achievement of positive business results.
- Demonstrate justifiable reasons for actions and decisions. Make decisions within area of responsibility, evaluating all available information to take action in line with organizational policy and values
- Ability to provide advice, support and mentoring, and disseminate agency knowledge and experience to business support staff across the region.
- Demonstrate knowledge and commitment to promoting and creating a safe and inclusive work environment.



OUR COLLECTIVE RESPONSIBILITIES

- 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 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.
- Maintain the Program Standards of White Ribbon Reaccreditation.
- 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*.

SPECIAL CONDITIONS

- You must have, or gain, a current Department of Human Services working with children check prior to being employed and renew this every five years before expiry.
- You must be an Australian resident or provide evidence that you have a current work permit.
- You will need to undertake training in Child Safe Environments – Reporting Child Abuse and Neglect and other mandatory training as required.
- The incumbent will be required to achieve performance targets as negotiated and mutually agreed with the Chief Practitioner.
- You may be required to perform duties in other locations/divisions/units dependent upon Departmental requirements.
- Some out of hours work may be required.
- Some intra/interstate travel (including in a small aircraft) including overnight stay may be required.
- A current Australian driver's licence (P2 or above) and a willingness to drive is essential.



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 SEPTEMBER 2026



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