

Change Lead

Department for Child Protection

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

CLASSIFICATION:	AS07	DIRECTORATE:	Information and Communication Technology
REPORTS TO:	Senior Manager, Project and Change Management	FTE:	1.0
ROLES REPORTING TO THIS ROLE:	2 FTE		

ABOUT THIS ROLE:

The Change Lead is a role within the Department for Child Protection (DCP) and is accountable to the Senior Manager, Project and Change Management. The Change Lead role is responsible for developing, planning, executing and reporting on change management strategies for projects, initiatives and system upgrades related to DCPs Business Systems. The role works closely and collaboratively with Business Stakeholders, Project Managers and Vendors, to ensure the successful implementation and utilisation of new and uplifted business systems capabilities, and the realisation of targeted outcomes and benefits.

YOU WILL BE ADDING VALUE BY:

- Plan, lead, deliver and evaluate change management activities for ICT projects, initiatives, organisational changes and system implementations to achieve successful business outcomes.
- Apply recognised change management methodologies, frameworks and tools (e.g. ADKAR, Prosci or approved DCP methodologies) to support effective change adoption and minimise business disruption.
- Develop and implement change management strategies and plans, including stakeholder engagement, communications, training, readiness and adoption activities.
- Undertake change impact assessments and stakeholder analysis to identify business impacts, risks, dependencies and support requirements.
- Provide discipline advice and guidance to sponsors, project teams and business stakeholders on change management approaches, risks and opportunities.
- Lead and facilitate change activities to ensure business areas are prepared for and supported through change.
- Monitor, measure and report on change readiness, adoption and benefit realisation outcomes to support informed decision-making and continuous improvement.
- Identify, assess and manage change-related risks, issues and resistance, implementing mitigation strategies and escalating matters where required.
- Establish, maintain and continuously improve change management frameworks and toolkits and supporting tools to promote consistency and best practice.
- Identify opportunities to enhance change management services, practices and organisational capability through lessons learned and continuous improvement initiatives.
- Develop and maintain effective working relationships with sponsors, project teams, business stakeholders, vendors and external partners to support successful change outcomes.
- Lead and manage the operational activities of the Change Practice, ensuring services are delivered efficiently and aligned with organisational priorities.
- Manage change management resource allocation, workload planning and effort forecasting to optimise team capacity and support delivery across the ICT portfolio.
- Provide leadership, coaching and professional development opportunities to change team members, fostering collaboration, accountability and continuous learning.
- Monitor team performance and service delivery outcomes, implementing improvements to meet evolving business and organisational needs.
- 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.
- 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**

- Senior Manager, Project and Change Management (Line Manager)
- Directorate Leadership Team members, Operational Managers, Team Leads and staff
- DCP project and initiative related Stakeholders
- Project Managers and Business Analysts

External

- External Solution Vendors (as appropriate)

QUALIFICATIONS

Essential: Certified accreditation in Change Management.

Desirable: Certified accreditation in Project Management or active membership in relevant change management, virtual communities and professional associations.

YOUR CAPABILITIES:

- Demonstrated high level of knowledge and experience in implementing and applying change management frameworks and methodologies, and associated tools and techniques.
- Demonstrated high level of experience in leading and delivering change and the realisation of targeted business outcomes and benefits related to ICT project, initiatives and system upgrades, including planning for change, stakeholder analysis and deployment planning.
- Experience building organisational readiness, supporting adoption and developing change capability through coaching, training and stakeholder support.
- High level of interpersonal, written and verbal communication skills with the ability to build trusted relationships and gain commitment from stakeholders at all levels Demonstrated ability to work independently, as well as collaboratively as a member of a team, under broad direction, and to conduct detailed and complex research, identify and analyse critical issues, formulate and implement innovative and appropriate solutions, manage high volumes of quality work within tight timeframes and use initiative and judgement to respond to changing circumstances and priorities.
- Demonstrated ability to lead and develop staff, allocate resources, manage workloads and balance competing priorities to support delivery across multiple projects and initiatives.
- Detailed knowledge of South Australian Government ICT and information security related policies, guidelines and standards and of industry-standard project management methodologies, including a broad understanding of enterprise ICT systems, functionality and implementation approaches, and the application of vendor management principles and practices.
- 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.
- 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 Senior Manager, Project and Change Management.
- You may be required to perform duties in other locations/divisions/units dependent upon Departmental requirements.

SFIA BUSINESS AND PROFESSIONAL SKILLS PROFILE

The Change Lead will have the following personal and professional competencies. The below skills are derived from the ICT Skills Framework, based upon the Skills Framework for the Information Age (SFIA).

- SFIA Business Skills:** Ensure / Advise

Autonomy	- Works under broad direction. Work is often self-initiated. - Is fully responsible for meeting allocated technical and/or group objectives. - Analyses, designs, plans, executes and evaluates work to time, cost and quality targets. - Establishes milestones and has a significant role in the assignment of tasks and/or responsibilities.
Influence	- Influences organisation, customers, suppliers, partners and peers on the contribution of own specialism. - Makes decisions which impact the success of assigned work, i.e. results, deadlines and budget. - Has significant influence over the allocation and management of resources appropriate to given assignments. - Leads on user/ customer and group collaboration throughout all stages of work. - Ensures users' needs are met consistently through each work stage. - Builds appropriate and effective business relationships across the organisation and with customers, suppliers and partners. - Creates and supports collaborative ways of working across group/area of responsibility. - Facilitates collaboration between stakeholders who have diverse objectives.
Complexity	- Implements and executes policies aligned to strategic plans. - Performs an extensive range and variety of complex technical and/or professional work activities. - Undertakes work which requires the application of fundamental principles in a wide and often unpredictable range of contexts. - Engages and coordinates with subject matter experts to resolve complex issues as they relate to customer/organisational requirements. - Understands the relationships between own specialism and customer/organisational requirements.
Business skills	- Demonstrates leadership in operational management. - Analyses requirements and advises on scope and options for continual operational improvement. - Assesses and evaluates risk. - Takes all requirements into account when making proposals. - Shares own knowledge and experience and encourages learning and growth. - Advises on available standards, methods, tools, applications and processes relevant to group specialism(s) and can make appropriate choices from alternatives. - Understands and evaluates the organisational impact of new technologies and digital services. - Creatively applies innovative thinking and design practices in identifying solutions that will deliver value for the benefit of the customer/stakeholder. - Clearly demonstrates impactful communication skills (oral, written and presentation) in both formal and informal settings, articulating complex ideas to broad audiences. - Learning and professional development - takes initiative to advance own skills and identify and manage development opportunities in area of responsibility. - Security, privacy and ethics - proactively contributes to the implementation of appropriate working practices and culture.



Knowledge	- Is fully familiar with recognised industry bodies of knowledge both generic and specific, and knowledge of the business, suppliers, partners, competitors and clients. - Develops a wider breadth of knowledge across the industry or business. - Applies knowledge to help to define the standards which others will apply.
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SFIA professional skills:

Change and transformation	
Business situation analysis (BUSA) – Level 6	Investigating business situations to define recommendations for improvement action.
Feasibility Assessment (FEAS) – Level 5	Defining, evaluating and describing business change options for financial, technical and business feasibility, and strategic alignment.
Organisational change management (CIPM) – Level 5	Planning, designing and implementing activities to transition the organisation and people to the required future state.
People and Skills	
Learning and development management (ETMG) – Level 5	Delivering management, advisory and administrative services to support the development of knowledge, skills and competencies.
Learning design and development (TMCR) – Level 4	Designing and developing resources to transfer knowledge, develop skills and change behaviours.
Learning delivery ETDL – Level 5	Transferring knowledge, developing skills and changing behaviours using a range of techniques, resources and media.
Relationship and Engagement	
Stakeholder Relationship Management (RLMT) – Level 5	Influencing stakeholder attitudes, decisions, and actions for mutual benefit.
Strategy and Architecture	
Specialist Advice (TECH) – Level 5	Providing authoritative advice and direction in a specialist area.

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



Government of South Australia
Department for Child Protection