

Department for Child Protection

ROLE TITLE:	Manager Regional Services	DIVISION:	Service Delivery and Practice
CLASSIFICATION:	MAS3	DIRECTORATE:	Multiple
POSITION NO:	Various	BUSINESS UNIT:	DCP Offices
DATE REVIEWED:	October 2019	FTE:	1.0
REPORTS TO:	Regional Director	ROLES REPORTING TO THIS ROLE: Various	

ROLE PURPOSE:

The Manager Regional Services is a role within the Department for Child Protection (DCP) and is accountable to the Regional Director for managing and monitoring performance across the region to ensure the services being delivered to families, children and young people. This includes building and fostering positive community relationships and strategic interagency partnerships, assisting in the development of systems to effectively implement policies, providing effective leadership and management of others and resources, supervising various specialist regional staff and contributing to a strong culture of learning and development across the region. The role is responsible for proposing effective ways of enhancing regional performance and contributing to the implementation of practice improvements. The role provides high quality information and advice as a child protection expert, to directorate staff to improve outcomes for vulnerable children, their families, and their carers.

KEY OUTCOMES:

1. Play an integral role in the development and implementation of service improvements to meet the needs of the clients including Aboriginal communities.
2. Facilitate and model a culture of excellent client service and continuous quality improvement.
3. Promote and reinforce professional ethics and standards in clinical and operational decision making.
4. Identify opportunities to develop and implement strategies to ensure the voice of children and young people are integrated into service design and delivery.
5. Utilise evidence based research to inform good child protection practice that is culturally inclusive.
6. Provide services which enhance outcomes for clients of the agency and in particular improve outcomes for Aboriginal people.
7. Participate in the Regional Leadership Group, with a focus on monitoring and reporting on the performance and it's alignment with the regional strategic plan.
8. Develop performance appraisal systems that enable the identification and implementation of training and development needs for staff to support them in their service delivery role.
9. Participate at the Regional level through taking responsibility for the field input on particular issues as required.
10. Take direct line management responsibility for project and specialist regional staff as required.
11. Maintain compliance with workplace and other related legislative requirements. 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.

KEY RELATIONSHIPS/INTERACTIONS:

- Regional Director (direct line manager)
- Management and staff within the office and across Department for Child Protection
- Other business units within the Department for Child Protection
- Other government and non-government organisations

QUALIFICATIONS:

Essential: Nil

Desirable: Tertiary qualifications relevant to the human service sector.



KEY SELECTION CRITERIA:

- Experience in managing a team of professional staff to monitor effective deployment of resources and expertise, ensure delivery of timely and relevant outputs and lead cultural and organisational change in a proactive manner.
- Significant experience in providing leadership and strategic direction to staff to support the delivery of high quality services.
- Ability to contribute to the development and delivery of workplace learning and development opportunities.
- Demonstrated high level writing skills including experience in preparing high quality written documents, including briefings and reports to a range of stakeholders within the required deadlines.
- Ability to utilise knowledge and understanding of child protection legislation, policy, guidelines and procedures to drive performance improvements.
- Demonstrated high level ability to build and establish effective relationships and networks with internal and external stakeholders.
- Demonstrated effective strategic leadership, including the ability to identify strategic goals and provide direction and influential leadership to others to achieve outcomes.
- Demonstrated knowledge and commitment to promoting and creating a safe and inclusive work environment.

CORE CAPABILITIES & EXPECTED BEHAVIOURS

Leads Development and Facilitates Change in their Professional Area

- Respected for their knowledge & expertise
- Supports and shares their knowledge and expertise with colleagues
- Keeps colleagues informed of trends & changes
- Links to other disciplines & resources, both internally & externally

Leads Professional to Achieve Agreed Results

- Analyses regional needs & delivers learning & professional services that ensure high performance outcomes
- Monitors trends & delivers learning & professional services that satisfy changing student, client & community requirements
- Secures commitment of leaders & colleagues to ensure delivery of high quality learning, support & professional services
- Analyses discipline resource requirements
- Develops resource plans to support achievement of discipline objectives
- Allocates resources to achieve discipline objectives
- Reviews & reports on resource usage
- Interprets & communicates requirements of policy & implements policy relating to discipline

Establishes & Maintains Strategic Networks

- Identifies features & key people & resources of strong discipline strategic networks
- Identifies & establishes network links with key stakeholders & other discipline leaders
- Builds strategic relationships
- Applies knowledge of organisational linkages
- Applies knowledge of inter-Governmental linkages
- Applies Knowledge of political context

Develops Self & Other Discipline Members

- Establishes personal work goals
- Sets & meets own work priorities
- Develops & maintains professional capabilities & competences

Maintains & Enhances Confidence in SA Public Service

- Ensures all decisions are objective & fair
- Operates ethically & with integrity
- Is a role model for student & client-centered service
- Embraces an adaptive leadership approach

Facilitates Professional Team Effectiveness

- Seeks continuous improvement in their professional discipline

PUBLIC SECTOR VALUES

- | | |
|--|--|
| <ul style="list-style-type: none"> ✓ Service:
<i>We proudly serve the community and Government of South Australia</i> ✓ Professionalism:
<i>We strive for excellence</i> ✓ Trust:
<i>We have confidence in the ability of others</i> ✓ Respect:
<i>We value every individual</i> | <ul style="list-style-type: none"> ✓ Collaboration & Engagement:
<i>We create solutions together</i> ✓ Honesty & Integrity:
<i>We act truthfully, consistently and fairly</i> ✓ Courage & Tenacity:
<i>We never give up</i> ✓ Sustainability:
<i>We work to get the best results for the current and future generations of South Australians</i> |
|--|--|

CORPORATE RESPONSIBILITIES

- Keeping accurate and complete records of business activities in accordance with the State Records Act 1997.
- Maintaining a commitment to the Public Sector Act 2009, Ethical Conduct and the legislative requirements of the Public Sector Act 2009 and Work Health and Safety Act 2012.
- Supporting and advocating Equal Employment Opportunity (EEO) and diversity in the workplace in accordance with EEO legislation. In particular, maintaining a commitment to promote an inclusive workplace in support of Aboriginal and Torres Strait Islander people and other under- represented groups.
- Understand and follow the requirements of confidentiality within the Children and Young People (Safety) Act 2017 and relevant DCP policies and procedures to facilitate appropriate information sharing practice within the context of DCP.



Department for Child Protection

Leads Professional Practice & Excellence		SPECIAL CONDITIONS
<ul style="list-style-type: none"> • Provides discipline leadership to individuals & work teams • Creates a co-operative work environment • Monitors & responds to workplace issues & discipline concerns • Motivates individuals & work teams to achieve quality results • Delegates work to achieve discipline & work unit objectives • Manages up 	<ul style="list-style-type: none"> • Arranges ongoing professional development of their people in the discipline area • Where appropriate, uses performance feedback & development plans to nurture development of their people • Promotes a high performing team environment • Ensures a safe working environment for all their people • Promotes a collaborative working environment 	<ul style="list-style-type: none"> • The successful applicant is required to gain a Department of Human Services (DHS) working with children check (WWCC) prior to being employed which is required to be renewed every five years before expiry. • The incumbent will be required to achieve performance targets as negotiated and mutually agreed with the Regional Director. • Some out of hours work may be required. • Some intra/interstate travel (including in small aircraft) including overnight stay may be required. • May be required to perform duties in other locations/divisions/units dependent upon Departmental requirements. • A current Australian driver's licence (P2 or above) and a willingness to drive is essential. • The incumbent will be required to undertake training in Child Safe Environments – Reporting Child Abuse and Neglect and other mandatory training relevant to the role. • Australian residency or current works permit is required (responsibility of applicant to provide evidence of a current work permit).
Amended date: 29 November 2019		

