Executive Assistant

Department for Child Protection

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

CLASSIFICATION:	**ASO3**	**DIRECTORATE:**	**Office of Professional Practice**
REPORTS TO:	**Business Coordinator**	**FTE:**	**1.0**
ROLES REPORTING TO THIS ROLE:	**Nil**		

ABOUT THIS ROLE:

The Executive Assistant to the Director, Quality and Safeguarding and to the Director, Specialist Practice is a role within Department for Child Protection (DCP) for providing an effective and high-level liaison, secretarial and administrative support service, assisting with the organisation of meetings attended by the Directors and undertaking a variety of human resource processing, coordination, monitoring and reporting tasks. The role is responsible for contributing to the provision of a comprehensive information management service to the Directors.

YOU WILL BE ADDING VALUE BY:

1. Effectively manage scheduling of appointments, meetings and obtain all required documentation and prepare follow up correspondence on behalf of the Directors and in particular, to action issues arising from meetings.
2. Manage and monitor deadlines, oversee the flow of briefings, and ensure the timely follow-up and completion of actions arising from meetings, correspondence, and executive decisions. Provide high-quality administrative support through the effective use of digital systems, business applications and technology tools, including the preparation of correspondence, reports, presentations, records and other business documentation.
3. Participate in the preparation of memos and letters.
4. Provide a level of executive assistance, including preparation of agenda papers, recording of minutes and undertaking and monitoring appropriate follow up action for committees.
5. Maintain the diary of the Directors, including negotiating with staff in regards to scheduling meetings and arranging travel bookings.
6. Handle in a confidential manner, sensitive information with integrity, discretion and professionalism. The role requires regular exposure to material relating to child protection, trauma, abuse, neglect and critical incidents, requiring resilience, sound judgement and strict adherence to confidentiality requirements.
7. Act as a ley liaison point on behalf of the Directors, proactively engaging with managers and senior leaders to obtain information, monitor outstanding actions, and ensure the timely provision of reports, briefings and responses. Apply confidence, professionalism and persistence to progress matters and support the achievement of business outcomes.
8. Manage the Directors inbox and referral processes by monitoring, prioritising, triaging and coordinating correspondence, requests and referrals. Ensure enquiries are appropriately allocated, tracked and followed up with managers and stakeholders, maintaining accurate records and supporting the timely completion of actions within agreed timeframes.
9. Provide an effective and efficient office filing system and associated recording systems.
10. 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.
11. Contribute to maintaining a safe and heathy 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

- Business Coordinator (direct line manager)
- Director, Quality and Safeguarding
- Director, Specialist Practice
- Directorate Business Manager
- Management and staff within the office and across DCP

External

- Other government and non-government organisations

QUALIFICATIONS

Essential: Nil

Desirable: Nil

YOUR CAPABILITIES:

- Ability to work unsupervised, manage a high and varied workload, work under pressure, organise priorities to meet stringent deadlines and take initiative.
- Demonstrated ability to communicate effectively both verbally and in writing.
- Proven ability to work within a team and develop effective communication, establish networks, and meet deadlines whilst maintaining confidentiality of sensitive and confidential information.
- Attention to detail and accuracy of information.
- Experience in the use of computing software to produce high-quality documents and presentation materials; experience in the preparation of reports, briefing papers and general correspondence.
- Demonstrated knowledge of records management processes and practice.
- Ability to follow procedures and processes to avoid errors and take corrective action to minimise mistakes.
- Demonstrated knowledge and commitment to promoting and creating a safe and inclusive work environment.

OUR COLLECTIVE RESPONSIBILITIES	SPECIAL CONDITIONS
• 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.*	• 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 Business Coordinator. • 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 small aircraft) including overnight stay may be required. • Hold 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