

# Program Officer

## Department for Child Protection

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

<b>CLASSIFICATION:</b>	<b>ASO5</b>	<b>DIRECTORATE:</b>	<b>KidSafe Connect Transformation Program</b>
<b>REPORTS TO:</b>	<b>Executive Director, KidSafe Connect Transformation Program</b>	<b>FTE:</b>	<b>1.0</b>
<b>ROLES REPORTING TO THIS ROLE:</b>	<b>Nil</b>		

### ABOUT THIS ROLE:

The Program Officer is accountable to the Executive Director, KidSafe Connect Transformation (“KSC”) Program for providing high-level program coordination, administrative and operational support to the Executive Director and the broader KSC Program. The role contributes to the effective delivery of program priorities and outcomes through supporting planning, governance, communication, reporting, and stakeholder engagement activities. The Program Officer plays a key role in ensuring efficient program operations, effective information management, and coordination across multiple work streams to achieve program objectives that improve outcomes for children, young people, and families. The position works collaboratively across the Department for Child Protection (“DCP”) and with external stakeholders to support the timely delivery of high-quality outcomes aligned with DCP’s strategic direction and policies. The Program Officer is also responsible for fostering and maintaining effective consultative and working relationships between DCP, government agencies, service providers and other key stakeholders to ensure collaboration and alignment in achieving program goals.

### YOU WILL BE ADDING VALUE BY:

1. Provide high-quality program and administrative support to the Executive Director, KSC including managing correspondence, coordinating meetings, taking minutes, and ensuring timely follow-up of actions and deliverables.
2. Coordinate and maintain program governance processes, including the preparation of agendas, papers, minutes, and progress reports for committees, working groups, and governance forums.
3. Monitor and track program deliverables, milestones, and risks to support effective reporting, evaluation and program performance oversight.
4. Support program planning, monitoring, and evaluation through data collection, research, analysis, and preparation of reports that inform evidence-based decision-making.
5. Undertake research and consolidate complex information to inform strategic discussions, program design, and evaluation activities across the KSC Program.
6. Communicate key research and evaluate findings in ways that promote learning, continuous improvement, and evidence-based practice across the program.
7. Support communication and stakeholder engagement activities, including the preparation and distribution of key messages, reports, and presentations to internal and external stakeholders.
8. Manage documentation, records, and information flows to ensure accuracy, accessibility, and compliance with departmental procedures and information management requirements.
9. Provide coordination support for procurement, finance, and administrative processes, including purchase orders, invoices, travel, and budget tracking in accordance with DCP policies.
10. Establish and maintain strong collaborative relationships with internal and external stakeholders to support coordination, communication, and problem-solving across the program.
11. Identify and address emerging issues, contributing to the development of practical solutions and escalating matters appropriately to the Executive Director or Senior Program Delivery and Governance Lead.
12. Contribute to the preparation and quality assurance of high-level correspondence, briefings, and reports, ensuring accuracy, consistency, and alignment with program objectives.
13. Demonstrate flexibility and initiative in managing competing priorities and urgent matters, while maintaining attention to detail and delivering high-quality work.
14. 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:**

- Executive Director, KSC Program (direct line manager)
- KSC Program Leadership Team
- Management and staff across DCP
- Other staff within the KSC Program
- Staff across DCP
- Other government and non-government organisations

**QUALIFICATIONS**

**Essential:** Nil

**Desirable:** A tertiary qualification in Program or Project Administration, Public Policy, or Business Management

**YOUR CAPABILITIES:**

- Proven ability to coordinate information, resources, and reporting across multiple work streams and stakeholders in a complex program environment.
- Strong organisational and time management skills, including the ability to manage competing priorities, meet deadlines, and maintain attention to detail.
- Demonstrated experience in providing high-level administrative and coordination support to executives or senior leaders.
- Strong interpersonal and communication skills, with the ability to engage effectively and respectfully with a range of internal and external stakeholders.
- Demonstrated ability to prepare high-quality written materials, including reports, briefings, and correspondence.
- Sound analytical and problem-solving skills, with the ability to identify emerging issues and propose practical solutions.
- Proficiency in using Microsoft Office and other digital tools to support program and project administration.
- Proven ability to work collaboratively in a team environment and exercise initiative under limited supervision.
- Demonstrated commitment to maintaining confidentiality, discretion, and professionalism.
- Understanding of and commitment to creating a safe, inclusive, and culturally responsive 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 Executive Director, KSC Program.
- You may be required to perform duties in other locations/divisions/units dependent upon Departmental requirements.
- Some intra/interstate travel (including in a small aircraft) including overnight stay may be required.
- Some out of hours and weekend work may be required.

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: 23 October 2025



Government of South Australia  
Department for Child Protection