

Program Support Officer

Department for Child Protection

OFFICIAL

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

CLASSIFICATION:	ASO3	DIRECTORATE:	Office of Professional Practice
REPORTS TO:	Manager Disability Support Program	FTE:	1.0
ROLES REPORTING TO THIS ROLE:	Nil		

ABOUT THIS ROLE:

The Program Support Officer is a role within the Department for Child Protection and is accountable to the Manager, Disability and Development Program for providing high-level program coordination and operational support. The role is responsible for coordinating referral and intake processes, managing service access and waitlists, supporting the administration of the Carer Connect Program, and maintaining reporting and information systems that support service delivery and management decision-making. The position acts as a key liaison between allied health professionals, carers, service providers and departmental business units, ensuring effective communication, stakeholder engagement and coordinated service delivery. The role contributes to continuous improvement initiatives, service demand monitoring and operational planning to support positive outcomes for children and young people in care.

YOU WILL BE ADDING VALUE BY:

1. Provide high-level program coordination and operational support to multidisciplinary teams delivering Disability and Development Program services. This includes supporting program delivery, therapeutic service activities and service access processes.
2. Coordinate referral, intake and service access processes across the Disability and Development Program services, including management of referral pathways, waitlists and service demand.
3. Monitor referral volumes, service demand, waitlists and program capacity, providing timely advice and information and operational reports to support service planning and resource allocation.
4. Investigate and resolve complex referral, service access and administrative issues, escalating matters where appropriate and ensuring continuity of service delivery
5. Coordinate the administration of the Carer Connect Program, including stakeholder liaison, system maintenance, reporting requirements and process improvement activities
6. Prepare and analyse operational and program performance reports, identifying trends, risks and opportunities to support management decision-making and service improvement initiatives.
7. Maintain program databases, records and information systems, ensuring data integrity, compliance with departmental requirements and effective records management practices
8. Develop, implement and maintain program procedures, administrative systems, referral pathways and business processes to support continuous improvement and effective service delivery.
9. Develop therapeutic resources and training materials to support the work of allied health professionals.
10. Develop and maintain effective working relationships with allied health professionals, carers, service providers, departmental staff and external stakeholders to support coordinated service delivery and positive client outcome
11. Provide financial and administrative support for program activities, including invoicing, purchase order management, expenditure monitoring, event coordination and other operational support requirements
12. 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.
13. Undertaking any other duties and responsibilities as considered reasonable.



Government of South Australia
Department for Child Protection

WHO YOU WILL WORK WITH:**Internal**

- Manager Disability Support Program (direct line manager)
- Senior Managers, team managers and staff within Disability Development Program.
- Allied Health Professionals (Psychologists, Occupational Therapists, Speech Pathologists)
- Social Workers
- Foster and Kinship Carers
- Other business units within the Department for Child Protection

External

- Other government and non-government organisations.

QUALIFICATIONS**Essential: NIL****Desirable: NIL****YOUR CAPABILITIES:**

- Ability to organise priorities, meet deadlines and work under pressure.
- Proven experience in the use of a range of computer applications and knowledge.
- Experience in providing administrative support, client services, facilities and records management, and ability to interpret policies and procedures.
- Demonstrated ability to communicate effectively both verbally and in writing.
- Attention to detail and accuracy of information check accuracy of information, follow procedures and processes to avoid errors and take corrective action to minimise mistakes and notify others when appropriate.
- Ability to work collaboratively to develop effective working relationships with peers, staff and stakeholders to deliver quality and timely communications and services and maintain a positive approach to work in a changing environment.
- 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.
- You may be required to perform duties in other locations/divisions/units dependent upon Departmental requirements.



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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