Lead Project Officer, Reunification Services

Department for Child Protection

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

CLASSIFICATION:	**ASO7**	**DIRECTORATE:**	**Finance and Corporate Services**
REPORTS TO:	**Assistant Director, Financial Reform and Strategic Programs**	**FTE:**	**1.0**
ROLES REPORTING TO THIS ROLE:	**Nil**		

ABOUT THIS ROLE:

The Lead Project Officer, Reunification Services is accountable to the Assistant Director, Financial Reform and Strategic Programs and is responsible for leading service improvement and reform initiatives that strengthen family reunification outcomes for children and young people involved with the child protection system. The role provides strategic oversight of reunification service delivery, contract performance, service capacity, financial management and legislation reform implementation, while working across government, non-government and community stakeholders to improve service quality, accountability and outcomes.

YOU WILL BE ADDING VALUE BY:

1. Lead the strategic planning, development, implementation, monitoring and review of reunification services reform initiatives and commissioned service arrangements to improve service effectiveness, accessibility, performance and long-term sustainability aligned with departmental priorities.
2. Lead the development, implementation and review of service models, frameworks, contract performance measures, policies and practices to maximise the quality, efficacy and accountability of family reunification services delivered on behalf of DCP.
3. Lead strategic stakeholder engagement and partnerships across government, service providers, Aboriginal Community Controlled Organisations (ACCOs) and DCP to strengthen service integration, contract performance, capacity planning, financial accountability and family reunification outcomes.
4. Provide strategic oversight of service expenditure, demand and budget performance, delivering analysis and advice to guide funding, procurement, contracting and service delivery decisions relating to reunification services.
5. Design and implement evaluation processes and system improvement mechanisms, including the collection and analysis of qualitative and quantitative data, to monitor and improve service performance, quality, financial controls, transparency, accountability and outcomes.
6. Lead or coordinate the assessment and implementation of legislative and policy reforms affecting reunification services, providing expert advice on procedural, contractual, financial and service system implications to support reform implementation.
7. Lead capability development and continuous improvement activities by providing expert advice, guidance and knowledge-sharing opportunities to DCP staff, service providers and key stakeholders regarding reunification services, legislative reform and service delivery practices.
8. Manage complex, sensitive and high-risk issues affecting multiple stakeholders through strategic engagement, negotiation and communication approaches that support reform outcomes and service continuity.
9. Support departmental priorities relating to Aboriginal children, young people and families through culturally informed planning, policy implementation, stakeholder engagement and service system improvement initiatives that strengthen reunification outcomes.
10. Prepare high-level briefings, reports, submissions and strategic advice, including recommendations for executive and ministerial consideration, on matters related to the provision of reunification by third party providers.
11. 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 and procedure and cooperating and complying with reasonable instructions of DCP line management and WHS Officers.

WHO YOU WILL WORK WITH:

- Assistant Director, Financial Reform and Strategic Projects (Direct line manager)
- Chief Financial Officer
- Deputy Chief Executive
- DCP Executive staff and senior managers
- Office for Professional Practice
- Quality and Safeguarding Directorate
- Service providers (suppliers)

QUALIFICATIONS

Desirable:

- Appropriate tertiary qualification in Social Work, or a related human services discipline.

YOUR CAPABILITIES:

- Demonstrated skills and experience in building the capacity of services to obtain, improve and retain the skills, knowledge and other resources necessary for high quality service delivery.
- Demonstrated project management experience, including the ability to plan, develop, implement, monitor, review and evaluate activities that contribute to high quality evidence-informed initiatives.
- Demonstrated knowledge of governance, financial accountability and project management principles, including the ability to monitor service performance, identify risks and support effective management of public resources.
- Ability to manage complex, sensitive and politically significant issues using high-level communication, negotiation and stakeholder engagement strategies.
- Establishes and maintains strong working relationships with a variety of stakeholders, in order to deliver quality outcomes.
- Demonstrated knowledge and understanding of the Children and Young People (Safety) Act 2017 and other legislation relevant to child protection practice.
- Demonstrated understanding of the scope and context of the statutory child protection system in South Australia, national and international trends and best practice approach to service provision.
- Demonstrated ability to understand, gather and manage data, undertake research, analyse and apply findings in order to support improved quality and performance.
- High-level written and verbal communication skills, with a demonstrated ability to communicate complex issues to different audiences, provide specialist advice, influence others and prepare high-quality written reports and briefings.

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.

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 Assistant Director, Financial Reform and Strategic Projects.
- You may be required to perform duties in other locations/divisions/units dependent upon Departmental requirements.

- 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 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