

Senior Manager

Department for Child Protection

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

CLASSIFICATION:**AHP5****DIRECTORATE:****Child and Young People Services****REPORTS TO:****Regional Director****FTE:****1.0****ROLES REPORTING TO THIS ROLE:****Multiple****ABOUT THIS ROLE:**

The Senior Manager is accountable to the Regional Director for providing strategic leadership, expert oversight and governance of operational practice across the child protection system. The role ensures consistent, high-quality, culturally safe service delivery that meets legislative obligations and delivers improved outcomes for children, young people and families. The role leads statewide practice improvement, supports complex decision-making, oversees practice and partners with internal and external stakeholders to strengthen the child protection system.

YOU WILL BE ADDING VALUE BY:

1. Lead the development, implementation and continuous improvement of child protection operational practice frameworks, policies and guidelines which improve outcomes for children and young people.
2. Provide authoritative advice to senior executives on practice trends, emerging risks, legislative interpretation and system-wide impacts.
3. Ensure practice governance structures support safe, ethical, trauma-informed and culturally safe decision-making.
4. Oversee operational practice to ensure consistent and high-quality service delivery across boundary regions.
5. Monitor and report on performance indicators, critical incidents, and practice quality, implementing targeted improvement strategies where required.
6. Provide expert oversight and guidance in complex, high-risk cases, including statutory approvals and escalations.
7. Ensure all team actions and decisions are compliant with relevant legislation, including the *Children and Young People (Safety) Act 2017* and the *Public Sector Act 2009*, and act within the scope of delegated authority.
8. Drive and oversee implementation of practice-related reforms, change programs and service-delivery enhancements.
9. Promote innovation, evidence-based approaches, and continuous improvement across the child protection system.
10. Embed trauma-informed, strengths-based and inclusive practice across all operational teams and settings.
11. Champion culturally safe practice and lead initiatives that improve outcomes for Aboriginal children, young people and families.
12. Working in partnership with carers and service providers to achieve outcomes.
13. Build and maintain strong working relationships with Aboriginal Community Controlled Organisations and key community and sector partners.
14. Lead statewide capability-building initiatives, including practice coaching, supervision frameworks and professional development programs.
15. Oversee practice reviews, annual reviews, complaints management and implementation of learnings from critical incidents.
16. Plan and manage staff workload priorities and workload management in relation to addressing child protection concerns.
17. Lead operational practice risk management, including identification of systemic risks, mitigation strategies and decision-making structures.
18. Prepare high-quality executive briefings, reports, ministerial correspondence and advice.
19. Represent the agency on high-level committees, working groups, reform initiatives and interagency forums.
20. Lead or contribute to cross-system projects involving SA Health, SAPOL, Department for Education, Department of Human Services and community sector partners.
21. Any other responsibilities in line with the classification level of the role as assigned by the Regional Director and/or the Department.
22. Contribute to maintaining a safe and healthy work environment taking personal accountability for 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**

- Regional Director (direct line manager)
- Senior Executive, Management and staff within the office and across DCP
- Other business units within DCP

External

- Other government and non-government organisations, including Community Controlled Organisations.
- Other government departments involved in management of service agreements for community funding.
- Guardian for Children and Young People, Commissioner for Aboriginal Children and Young People, Commissioner for Children and Young People

QUALIFICATIONS**Essential:**

An appropriate degree or equivalent qualification in either Social Work, Psychology, Physiotherapy, Occupational Therapy, Speech Pathology or Developmental Education which entitles registration or membership with the relevant board or association.

All requirements to maintain registration or membership must be fulfilled. *Persons of Australian Aboriginal or Torres Strait Islander descent, who have the appropriate background and skills but do not have the essential qualification, may apply for and be engaged/assigned to the role of Social Worker and will be entitled to apply for any Allied Health Professional roles requiring a qualification in Social Work within the Department for Child Protection (DCP).*

YOUR CAPABILITIES:

- Proven ability to influentially lead operational practice in accordance with delegated authorities and in collaboration with critical areas across the sector to successfully implement key strategic priorities, frameworks and legislation and drive practice excellence.
- Demonstrated ability to work effectively to achieve positive results by delivering effective outcomes for children, young people and families, including displaying competence, initiative and sound judgement to identify improvement and opportunities, analyse and solve complex problems, and meet deadlines.
- Experience in reviewing existing work practices, systems and procedures in pursuit of best practice opportunities.
- Demonstrated ability to communicate effectively verbally and in writing at all levels, including providing expert advice and reports, conducting successful negotiations, resolving conflict and facilitating the achievement of positive business results.
- Demonstrated ability to build and nurture strategic networks and partnerships with kinship and foster carers, internal and external stakeholders, including government and non-government organisations to drive successful outcomes for children and young people in care.
- Proven ability to lead the Aboriginal and Torres Strait Islander placement principle and implement culturally safe practice, in partnership with Aboriginal organisations and communities.
- Demonstrated knowledge and commitment to promoting and creating a safe and inclusive work environment.
- Proven experience in the planning, preparation and reporting of budget allocations and demonstrated capacity to manage human resources, budgets and financial resources.

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.

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 Regional Director.
- You may be required to perform duties in other locations/divisions/units dependent upon Departmental requirements.



- 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*.

PUBLIC SECTOR VALUES

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| ✓ Service:
<i>We proudly serve the community and Government of South Australia</i> | ✓ Collaboration & Engagement:
<i>We create solutions together</i> |
| ✓ Professionalism:
<i>We strive for excellence</i> | ✓ Honesty & Integrity:
<i>We act truthfully, consistently and fairly</i> |
| ✓ Trust:
<i>We have confidence in the ability of others</i> | ✓ Courage & Tenacity:
<i>We never give up</i> |
| ✓ Respect:
<i>We value every individual</i> | ✓ Sustainability:
<i>We work to get the best results for the current and future generations of South Australians</i> |

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.



Government of South Australia
Department for Child Protection