

Role Description

OFFICIAL



Government of
South Australia



human
services

Role title:	Classification:
Graduate Officer	ASO3
Division/Business unit:	Reports to:
Various	Relevant Business Unit Manager

Role purpose:

The Graduate Officer is a role within Department of Human Services and is accountable to various relevant business unit managers for:

- assisting the business unit across a range of projects and operational activities.
- undertaking a range of customer relationship support activities, including being a first point of contact for the business unit.
- collaborating with multi-disciplinary teams to contribute to project outcomes.

Key outcomes and accountabilities:

1. Assist in the development and maintenance of information, documentation, and procedures that are relevant to the business units.
2. Contribute to the business unit's processes, key initiatives, and projects to deliver objectives and meet requirements.
3. Undertake activities related to the business unit in accordance with legislative, policy and audit requirements.
4. Undertake research and assist in the collection and analysis of data.
5. Assist in the preparation of written documentation, including but not limited to project briefs, discussion papers, briefings, letters, agendas, and minutes.
6. Work collaboratively to develop effective working relationships with peers, staff, and stakeholders in order to deliver quality and timely communications and services.
7. Continually improve knowledge and skills by participating in appropriate training opportunities and fulfilling the necessary requirements to achieve desired outcomes.

Note: 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.

Special conditions:

- **MANDATORY:** Prior to being employed, the successful applicant will be required to obtain a National Police Check if new to the Department and a satisfactory Employment-related Screening Check where this is required for the role.

Key Relationships/Interactions:

- Relevant Business Unit Manager (Direct Manager)
- Staff within the Business Unit
- Senior Managers and staff across DHS
- External providers and suppliers
- Non-government organisations
- Local Government.

Budget/Delegations:

No budget or delegation accountabilities for this role.

DHS expectations and values: (organisational contribution)

- Understand and follow workplace safety initiatives, identify hazards and contribute to a safe working environment, as well as follow procedures to manage and minimise risks within DHS.
- Follow the principles of a sustainable working environment by following departmental greening initiatives.
- Model ethical behaviour and practices consistent with the SA Government Code of Ethics for Public Sector Employees, Values and DHS Working with Children and Young People Code of Conduct
- Understand and follow the principles and practices of the Information Sharing Guidelines for Promoting Safety and Wellbeing (ISG) and the DHS Appendix to the ISG to facilitate appropriate information sharing practice within the context of this department.
- Take action and provide services that are inclusive of Aboriginal people and people from culturally and linguistically diverse backgrounds, as well as engaging in learning about other cultures to better establish relationships and improve services.

Role specific capabilities

(Skills, experience, knowledge, attributes)

1. **Initiative and Problem Solving** - take prompt action to solve problems, act on own judgement without prompting, look to go beyond job requirements to achieve objectives, analyse problems and think creatively to negotiate and implement sound solutions.
2. **Analysis and Reporting** - analyse and integrate information from a variety of sources to develop and deliver reports and presentations.
3. **Communication**: demonstrate strong written and verbal communication skills.
4. **Time Management** - ability to manage a high and varied workload, organise priorities, meet deadlines and use initiative.
5. **Attention to Detail** - check accuracy of information, follow procedures and processes to avoid errors and take corrective action to minimise mistakes and notify others when appropriate.
6. **Build Partnerships** – ability to understand the needs of a diverse range of customers and cultures and deliver services that meet these needs using initiative, creativity, negotiation, consultation, and conflict resolution skills.

**Qualifications:
(Essential/Desirable)**

Essential: Relevant degree qualification obtained within the last three years from a registered Australian university.

Key leadership competencies and expected behaviours at this classification:**Understands strategic direction**

- ☐ Understands the shared vision for the business unit (BU).
- ☒ Understands purpose and expectations and strives to reach collective goals.
- ☐ Considers multiple perspectives and organisational context of their role.
- ☐ Maintains a continuous learning approach and adapts to changes.
- ☒ Solves ad hoc problems; evaluates alternative solutions and makes recommendations.

Addresses clients' needs

- ☒ Delivers results and improvements to meet agreed outcomes of their role.
- ☐ Positions own role and skill development to meet the needs of the team.
- ☐ Makes effective and well-informed decisions about routine issues affecting the team and individual role.
- ☒ Abides by the laws, regulations and policies that apply to their role.
- ☒ Holds self accountable for achieving outcomes and communicates progress with manager.
- ☐ Monitors and acts on feedback to improve own performance.
- ☐ Builds technical knowledge in own role to support organisational objectives.

Contributes to service delivery excellence

- ☒ Takes accountability for delivering assigned objectives.
- ☐ Gathers and investigates information from diverse sources to keep abreast of new developments and changes in the SA public sector environment.
- ☐ Provides ongoing feedback to others.
- ☒ Seeks out and participates in learning opportunities that will help meet agreed performance standards.
- ☒ Strives to deliver excellent customer service by understanding needs.
- ☒ Manages time and other resources effectively.

Engages in positive working relationships

- ☒ Acts professionally within the boundaries of the organisation.
- ☒ Conveys facts, concepts and technical information adapting communication style to meet the audience.
- ☐ Listens to different ideas and discusses issues with consideration and care.
- ☒ Readily shares information and promotes a friendly, inclusive environment.
- ☒ Participates in professional networks and forums with team members, stakeholders and clients.
- ☐ Responds appropriately to others in an open and honest manner.

Demonstrates personal drive and professionalism

- ☒ Behaves consistently with the principles, values and ethics of the organisation.
- ☐ Acts confidently when providing advice and information; acknowledges mistakes and learns from them.
- ☒ Remains positive and focused on achieving objectives in difficult circumstances.
- ☐ Seeks opportunities to build knowledge, skills and self-awareness.
- ☒ Understands, values and responds to diversity, and treats people with respect.
- ☒ Looks after own health, safety and wellbeing, and raises concerns where necessary.

Approval:

Assessed by: Tracey McGlenchy, Team Leader, HR Business Partnership



Date: May 2023

Approved by: Sally Nicholas, Director, Organisational Development and Learning



Date: 15 May 2023