

Role Description



Role title:	Classification:
Aboriginal Engagement and Program Officer	ASO6
Division/Business unit:	Reports to:
Community and Aboriginal Partnerships / Remote and Regional Service Development	Executive Officer – Port Augusta Region Community Safety and Wellbeing

Role purpose:

The Aboriginal Engagement and Program Officer is a role within Community and Aboriginal Partnerships and is accountable to the Executive Officer – Port Augusta Region Community Safety and Wellbeing for:

- Working collaboratively with services and communities on planning, developing and implementing community development responses to improve outcomes for Aboriginal clients and communities in Port Augusta.
- Providing project management, stakeholder engagement and procurement support with local Aboriginal community groups and Aboriginal Community Controlled Organisations (ACCOs) for Port Augusta place-based initiatives, including progressing strategies of the Port Augusta and Davenport Community Safety and Wellbeing Plan.
- Supporting the implementation, monitoring and review of new programs funded through the Port Augusta and Davenport Community Alliance (Alliance Group).

Key outcomes and accountabilities:

1. Contribute to best practice in service delivery through working directly with the Alliance Group and members.
2. Provide cultural advice relating to the implementation of the Port Augusta and Davenport Community Safety and Wellbeing Plan to the Alliance Group, the Executive officer and other DHS staff.
3. Analyse policy and strategic directions to contribute to relevant processes for service improvement.
4. Provide advice to the Alliance Group on best practice policy, procedures and operational issues.
5. Establish and maintain effective relationships and networks with internal and external stakeholders.

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:

- DHS consider being Aboriginal or a Torres Strait Islander is a genuine occupational requirement for the role and apply sub-section 56(2) of the Equal Opportunity Act 1984 (SA). This will enable the position to be only open to Aboriginal and/or Torres Strait Islander applicants.
- 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.
- Successful applicant will be required to obtain and maintain a Department of Human Services (DHS) Working with Children Check (WWCC).
- Must hold a current Australian issued Driver's Licence (equivalent to minimum class 'C' – South Australian), which must be maintained. Incumbent must be willing and able to drive all government vehicles within their licence classification during the course of their duties.
- Out of hours' work may be required.
- Interstate and intrastate travel may be required.

Key Relationships/Interactions:

- Executive Officer – Port Augusta Region Community Safety and Wellbeing (line manager)
- Port Augusta and Davenport Community Alliance members
- Director, Remote and Regional Service Development
- Other Executives and Senior Managers across DHS
- Aboriginal community members and ACCOs
- Other Government agencies and non-government agencies in Port Augusta

Budget/Delegations:

No budget or delegations 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.
- Treat all individuals with fairness and respect, regardless of their race, culture, language, gender (including gender diversity), religion, sexuality, ability or age.
- Promote and maintain inclusive workplaces that embrace diversity and actively support difference.
- Demonstrate zero tolerance for discrimination, harassment, or disrespectful behaviour towards or by clients, colleagues, contractors or stakeholders.

Role specific capabilities: (Skills, experience, knowledge, attributes)

1. **Aboriginal Cultural and Community Knowledge** – Demonstrated knowledge and understanding of Aboriginal culture, and the special requirements and needs of Aboriginal children, young people and families.
2. **Influence and Negotiate** – Liaise, negotiate, consult and work effectively with non-government agencies, particularly Aboriginal service providers.
3. **Communication Skills** – Sound written and verbal communication, stakeholder engagement and interpersonal skills including being able to work with Aboriginal agencies and community to achieve effective outcomes and deliverables.
4. **Project Management Experience** – Experience in the design, implementation and review of complex projects, including the implementation of community service projects, demonstrating high levels of problem solving, negotiation, analytical and conceptual skills.
5. **Quality Programs Experience** – Experience in contributing to the development of innovative and creative solutions in quality programs.
6. **Business Management Knowledge** – Demonstrate knowledge of client services, financial management, human resources and general management practices and principles.

Qualifications:

Not applicable.

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

- ☒ Understands the big picture and contributes to the development of strategic direction for the BU.
- ☐ Assumes ownership of team goals and business objectives.
- ☒ Works with a whole-of-government mindset and aligns objectives with organisational priorities.
- ☒ Look for opportunities to initiate continuous improvement. Communicates effectively in times of uncertainty.
- ☒ Identifies and analyses complex problems relating to the team's work objectives.

Achieves and monitors own results

- ☒ Delivers results and improvements to meet team objectives.
- ☒ Evaluates existing systems and resources, and identifies opportunities for development and improvement.
- ☒ Makes decisions and manages risks affecting the team and individual role, even in ambiguous situations.
- ☒ Abides by the laws, regulations and policies determining team and individual role activities.
- ☒ Holds self and others accountable for reaching team outcomes, and escalates issues where necessary.
- ☒ Monitors team/project performance and seeks feedback to guide improvements.
- ☒ Develops job-specific expertise and builds on the knowledge and skills of self and others to achieve objectives.

Enhances service delivery excellence

- ☒ Adds value to the BU by setting, reaching and encouraging high performance standards.
- ☒ Identifies and raises awareness of trends, potential problems and opportunities to meet the current and future needs of the business.
- ☐ Provides others with ongoing feedback and coaching for development.
- ☒ Identifies learning opportunities and encourages innovation and resourcefulness to meeting team performance standards.
- ☒ Embeds a strong customer service ethos by understanding needs.
- ☒ Effectively manages resources to meet competing and complex demands.

Cultivates productive working relationships

- ☒ Seeks to understand the perspectives of others and the implication in the wider public sector.
- ☒ Tailors approach to the audience or situation to ensure information is understood and key actions are agreed upon
- ☒ Constructively manages and resolves conflict by identifying boundaries and appropriate workarounds.
- ☒ Genuinely values the input, expertise and experience of others; promotes information sharing to gain new insights and deliver outcomes.
- ☒ Engages in strategic relationships with internal and external stakeholders.
- ☒ Is sensitive towards diverse agendas, concerns, interests and views and can adapt approach accordingly

Exhibits personal drive and professionalism

- ☒ Acts with integrity and promotes consistency among principles, organisational values and ethical behaviour.
- ☒ Displays belief in own strengths and abilities; challenges issues constructively and acknowledges mistakes.
- ☒ Adapts effectively to changing priorities and work demands, responding in a controlled manner.
- ☒ Self-evaluates performance, seeking feedback from others; recognises how behaviour impacts others.
- ☒ Promotes a culture that values respect and diversity within the team, and models this in all interactions.
- ☒ Ensures a focus on wellbeing and safety for self and others, and raises concerns where necessary.

Approval:

Assessed by: Mia Sarcina, Graduate Officer, HR Strategy and Performance



Date: 31/10/2025

Approved by: Catherine Maczkowiack, A/Director, Remote and Regional Service Development



Date: 29/10/2025