

Role Description

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Government of
South Australia



human
services

Role title:	Classification:
Team Leader, Assessment	ASO7
Division/Business unit:	Reports to:
Community Investment and Support/Screening Unit	General Manager, Assessment

Role purpose:

The Team Leader, Assessment is a role within Screening Unit and is accountable to the General Manager, Assessment for:

- supervising and managing a team responsible for low/medium risk screening assessments.
- administrating, planning and managing low/medium risk assessments involving highly sensitive matters in accordance with relevant legislation.
- recognising when decisions should be escalated to a higher level in accordance with the Screening Unit approvals authorisation matrix.
- developing and maintaining cooperative working relationships with internal and external stakeholders.

Key outcomes and accountabilities:

1. Manage and conduct low and medium risk sensitive assessments to maintain compliance with legislative requirements and related government and department policies and procedures.
2. Provide specialist advice on the conduct of low/medium risk assessments and critical issues to senior management and executive staff.
3. Contribute to the development of a system of consistent assessment and report on trends and issues affecting the operational aspects of assessment.
4. Contribute at a senior level to developing processes within the Screening Unit to manage risks associated with legal and ethical issues.
5. Lead the development, implementation and evaluation of business and operational systems for the screening unit.
6. Facilitate the preparation and dissemination of appropriate communication strategies and associated documentation to internal and external stakeholders.
7. Plan and monitor the performance of the team to deliver quality services in line with the key objectives while leading and managing staff to achieve agreed business outcomes.
8. Identify staff development needs and source appropriate development opportunities/programs to meet those needs.

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 in addition to having a current Working With Children Check.
- Some out of hours work and interstate travel may be required.

Key Relationships/Interactions:

- General Manager, Assessment (Line Manager).
- Director, Screening Unit.
- Screening Assessment Team.
- State Government and Commonwealth Government agencies.
- Internal and external clients.
- Non-government organisations.

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, people from culturally and linguistically diverse backgrounds, LGBTQIA+ people and people living with disability, as well as engaging in learning about other cultures and diverse communities to better establish relationships and improve services.

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

1. **Strategic Leadership** - Identify strategic goals and provide direction and influential leadership to others to achieve outcomes.
2. **Performance Management** - Set goals, provide feedback, establish development plans and address poor performance.
3. **Accountability and Decision Making** - Take responsibility for and is able to demonstrate justifiable reasons for actions and decisions. Make decisions within area of responsibility, evaluating all available information and taking action in line with organisational policy and values.
4. **Written Skills** - Utilise experience in presenting complex issues and findings in writing, such as reports, recommendations and briefing notes.
5. **Coach and Develop Others** - Provide advice, support to mentoring and disseminate agency knowledge and experiences across the team.

Qualifications:

Essential: Not applicable.

Desirable: Qualifications and or experience in areas such as child protection, psychology, justice, corrective services, law and social work.

Key leadership competencies and expected behaviours at this classification:**Promotes strategic thinking and change**

- Creates a shared vision and mission for the BU.
- Inspires and influences others to assume ownership BU goals.
- Leads teams in aligning their priorities within a broader organisational and political context.
- Champions sustainability and long-term improvement. Communicates effectively and leads others in times of change.
- Identifies and analyses difficult and complex problems that have organisation-wide impact.

Achieves objectives

- Delivers results and improvements to meet BU objectives by translating ideas into concrete plans.
- Anticipates future organisational needs, risks and uncertainties, and aligns systems and resources to meet these needs.
- Makes well-informed and timely decisions that affect the BU, even when information is incomplete and ambiguous.
- Interprets and abides by the laws, regulations and policies determining BU activities.
- Takes accountability for team/BU success and manages others to achieve outcomes.
- Monitors the performance of the team/BU, considers feedback information and seeks continuous improvement.
- Integrates technical expertise into the BU to achieve its objectives.

Leads business excellence

- Sets clear standards, manages risks, setbacks, and implements continuous improvement initiatives.
- Sets challenging but achievable goals/targets with relevant metrics based on market trends, developments and legislative changes to ensure business needs are continually met.
- Provides clear and timely recognition, promptly addresses under performance and lifts performance through coaching.
- Inspires innovation and ongoing learning, and plans strategically to meet BU goals.
- Drives outstanding customer service by enabling team members to anticipate client needs.
- Empowers others to use resources effectively.



Builds genuine partnerships

- Considers the impact of decisions and priorities on other business areas, adapting approach to meet organisational goals.
- Approaches negotiations with an understanding of key issues and is able to clearly communicate reasoning and justification to facilitate mutually beneficial solutions.
- Facilitates constructive discussions to mediate conflict and disagreements. Encourages diversity of thinking and differences of opinion.
- Identifies and develops key strategic relationships and networks to achieve goals, increase departmental knowledge and create communication channels.
- Proactively develops effective strategic relationships, networks and partnerships with internal and external stakeholders.
- Models inclusive behaviour and tailors communication style to meet the audience's needs.

Models personal drive and professionalism

- Maintains the highest level of integrity to embed ethical practice and organisation’s values into the culture.
- Raises and challenges important issues constructively, and backs own judgement and actions confidently when challenged.
- Demonstrates resilience in responding to changing directions. Modifies approach, processes and procedures to fit situational changes within the BU.
- Demonstrates a high level of self-awareness and acts as a role model by openly communicating strengths and development needs.
- Champions a workplace that values respect, diversity and individual differences to build a culture of inclusivity.
- Establishes expectations and models best practice wellbeing and safety behaviours.

Approval:

Assessed by: Anthony Halkias		Date: June 2023
Approved by: Emily Strickland, Director, Screening Unit		Date: 13 June 2023