Role Description

Role title:	Classification:
Senior Project Officer, Clinical Practice	AHP3
Division/Business unit:	**Reports to:**
Child and Family Support / Safer Family Services / Quality and Practice Development	Manager, Quality and Practice Development

Role purpose:

The Senior Project Officer, Clinical Practice is a role within Child and Family Support and is accountable to the Manager, Quality and Practice Development for:

- Providing consultation and advice to the Manager and Safer Family Services (SFS) Leadership on operational policy and practice matters including implementation of practice resources.
- Promoting quality clinical practice and continuous improvement in delivery of services.
- Providing comprehensive specialist expertise contributing to the development and implementation of evidence informed services for children, young people, families and staff in response to health, wellbeing and cultural safety needs of children, families and community.
- Developing and contributing to policies, programs and activities that support and enhance SFS and the Child and Family Support System (CFSS) practice standards.

Key outcomes and accountabilities:

1. Lead clinical service improvement including the research, writing, consultation, implementation, monitoring and review of professional practice standards and service models across SFS.
2. Understand and work with an intersectional approach to complexity for individuals, understanding identity for children and families is multi layered and inclusive of cultural identity, previous trauma, socio-economic factors including access to health and education, employment, race, gender, homelessness, disability and access or belonging to community.
3. Contribute to discipline-specific and multi-professional research, service development, innovative practices and initiatives through contemporary information and research, data analysis, evaluation of services and the development of recommendations to assist SFS decision making and improve the effectiveness of existing policies, program planning and implemented strategies.
4. Contribute to critical strategic and operational planning and the delivery of initiatives and continuous improvement projects that support the ongoing success of the CFSS reform activities.
5. Provide a high level of clinical knowledge and expertise in working with children and families with child protection concerns, including family and domestic violence and multiple complex needs, and the application of this knowledge to the development of policy and programs within SFS and the Department.
6. Initiate and foster cross-agency collaboration and interconnectivity on strategic policies, projects and programs for the management of child and family support programs, including providing leadership in the formulation of departmental policies, projects and service development and practice tools.

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:

- 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.
- The incumbent may be required to hold a current Australian issued Driver's License (equivalent to minimum class 'C' – South Australian), which must be maintained. Incumbent must be willing and able to drive all government vehicles within their license classification during the course of their duties.
- The incumbent may be required to undertake RRHAN-EC – Responding to Risks of Harm, Abuse and Neglect - Education and Care full day/online course and the updated online course posted as required.
- Some out of hours' work may be required.
- Interstate and intrastate travel may be required.

Key Relationships/Interactions:

- Manager, Quality and Practice Development (line manager)
- Works collaboratively across SFS
- Directors and Senior Managers across Community and Family Services
- Quality and Practice Development staff
- Government and non-government organisations
- Families
- Community Groups

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 Knowledge –** Demonstrated understanding of the impact of intergenerational trauma, the effects of colonisation policies and forced removal upon the health and wellbeing of Aboriginal children, their families and communities and the protective strengths of Culture.
2. **Children and Young People Knowledge –** Comprehensive awareness of the major social and health issues facing vulnerable, children and families including knowledge of the impact on health, economic and wellbeing outcomes for children, young people and their families living with complexity.
3. **Risk Assessment Knowledge –** Demonstrated knowledge of the concepts and practices relating to risk assessment, risk management, risk and safety planning, case management and intervention with vulnerable children and young people at risk of entering out of home care, and the support of families who have a trauma background.
4. **Communication –** Proven interpersonal and high-level written and verbal communication skills with a high-level ability to articulate and present complex concepts clearly and concisely and within agreed timeframes.
5. **Relationships and Networks –** Experience in developing effective working relationships and networks with a broad range of stakeholders, both within and external to the agency and community, including in situations requiring conflict resolution.
6. **Best Practice and Business Continuity –** Proven knowledge of best practice and continuous improvement strategies alongside experience in reviewing existing work, practices, service systems and procedures in pursuit of best practice opportunities.
7. **Child and Family Support Knowledge –** Demonstrated knowledge of Child and Family Support legislation, policies and procedures, impact of trauma and the service opportunities available from other agencies.

Qualifications:

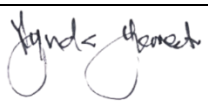
Essential:

- An appropriate degree or equivalent which gives eligibility for full membership of the Australian Association of Social Workers; or
- Persons of Aboriginal or Torres Strait Islander descent, who have the appropriate background and skills but do not hold 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 of Human Services.

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: Lazaras Panayiotou, Assistant HR Business Partner		Date: 20/01/2026
Approved by: Lynda Forrest, Director, Safer Family Services		Date: 19/01/2026