Role Description

Role title:	Classification:
Clinical Governance Lead	AHP5
Division/Business unit:	**Reports to:**
Homelessness Systems and Partnerships	Director, Homelessness Systems and Partnerships

Role purpose:

The Clinical Governance Lead is a role within Homelessness Systems and Partnerships (HSP) and is accountable to the Director, HSP for:

- Providing expert leadership, clinical insight and strategic direction to strengthen safety, practice quality, escalation and continuous improvement across the statewide homelessness system.
- Designing the clinical governance architecture, standards and assurance mechanisms required for consistent, trauma-informed and evidence-based practice across commissioned services.
- Promoting and connecting HSP with internal and cross-government clinical capability to ensure that reform and commissioning decisions appropriately address complex risk including children and young people, domestic, family and sexual violence (DFSV), mental health, disability and other intersecting needs.
- Provide senior level liaison and partnership with non-government agencies across the sector to strengthen relationships and referral pathways and to build capacity of the sector.

Key outcomes and accountabilities:

1. Develop and implement a proportionate clinical governance framework for the homelessness system, including clear accountabilities, standards, escalation pathways, incident learning and quality-assurance arrangements.
2. Provide independent specialist analysis, advice and consultation on clinical safety, practice quality and risk, and assist with client escalations as required within the directorate.
3. Establish mechanisms to identify, analyse and respond to systemic practice risks, critical incidents, adverse trends and gaps affecting people with complex and intersecting needs.
4. Lead the development and review of evidence-informed practice frameworks, minimum standards and capability requirements, including trauma-informed, child-aware and DFSV-responsive practice.
5. Provide high-level advice and briefings to the Director, executives and governance bodies on clinical risk and recommended system responses.
6. Build effective clinical governance interfaces with internal and external stakeholders and professional leads in the areas of DFSV, health, child protection, disability, corrections, Aboriginal health and other relevant systems.
7. Support workforce capability, reflective practice, learning and continuous improvement, and seek professional supervision and mentoring relevant to discipline responsibilities while contributing to the development of professional understanding at state and national levels.
8. Contribute to interagency governance forums, working groups, and strategic planning processes related to HSP reform.

Key outcomes and accountabilities:

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.
- 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.
- Some out-of-hours work may be required.
- Interstate and intrastate travel may be required.

Key Relationships/Interactions:

- Director, Homelessness Systems and Partnerships (line manager)
- Community and Aboriginal Partnerships leadership and executive
- Managers and staff across Homelessness Systems and Partnerships
- Clinical leadership across DHS
- Specialist homelessness services, Aboriginal community-controlled organisations and sector peak bodies
- SA Housing Trust, other South Australian Government agencies and Commonwealth counterparts
- People with experiences of homelessness and their representative bodies

Budget/Delegations:

HR Delegations Level 4 / Financial Authorisations Level 4

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. **Strategic Leadership and Reform Expertise -** Demonstrated ability to lead and contribute to state-wide reform initiatives that integrate clinical, policy, and lived experience perspectives to improve responses to homelessness, aligning with government priorities and interagency objectives.
2. **Advanced professional judgement** – Ability to apply strategic thinking to major service challenges, identify opportunities for innovation and provide defensible advice on complex clinical, ethical and practice risks affecting vulnerable people.
3. **Quality and risk systems** – Strong attention to detail and capability to undertake expert in-depth analysis to interpret incidents, complaints, data and evidence to identify systemic risks and drive proportionate improvement action.
4. **Practice framework development** – Advanced capability to translate clinical and practice-based insights into policy and framework design that meets professional standards, and to lead or contribute to evaluation strategies that measure impact and drive continuous improvement.
5. **Cultural Knowledge and Trauma-Responsive Practice** - Demonstrated knowledge and understanding of the political, historical and contemporary socio-economic circumstances impacting Aboriginal and Torres Strait Islander children, their families and communities, and integrating Aboriginal cultural governance, lived experience, child safety and DFSV considerations into clinical governance decision making.
6. **Stakeholder and Interdisciplinary Collaboration -** Proven ability to build and sustain collaborative relationships across disciplines, sectors, and communities, including Aboriginal communities, NGOs, and government agencies to achieve shared reform goals.

Qualifications:

Essential:

- Appropriate degree or equivalent qualification which gives eligibility for full membership of the Australian Association of Social Workers; or
- Appropriate degree or equivalent qualification which entitles registration with the Psychology Board of Australia.

Desirable:

- Postgraduate qualifications or substantial advanced training in clinical governance, quality and safety, public health, health service management or a related field.

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: Claudia Dalle-Nogare, HR Business Partner	CD-N	Date: 28 / 09 /2026
Approved by: Lauren Moulds, Director, Homelessness Systems and Partnerships	LMoulds	Date: 25 / 09 /2026