

Role Description



Role title:	Classification:
Principal Project Officer	ASO7
Division/Business unit:	Reports to:
Child and Family Support/ System Stewardship	Manager Strategy, Policy and Innovation

Role purpose:

The Principal Project Officer is a role within Child and Family Support (CFS) and is accountable to the Manager, Strategy, Policy and Innovation for:

- Providing authoritative advice on priorities and strategies for the Child and Family Support System (CFSS) and leading development of cross-agency initiatives that support system reform, safeguarding and improving outcomes for children, young people and families.
- Leading and coordinating the development of proposals on major, complex policy issues based on proven evidence and contemporary service design and research.
- Establishing and developing effective collaborations and a network of strategic alliances with key stakeholders across government and non-government.

Key outcomes and accountabilities:

1. Provide strategic planning, design, development and evaluation of concurrent, major and complex projects related to delivery of programs and services that intersect between health, child protection and child development services within the Department of Human Services (DHS) environment and deliver critical statewide programs to meet Departmental and Government strategic goals and objectives
2. Design, develop and implement evidence-based data informed program responses to align with the CFSS
3. Preparing policy papers, submissions, briefs and notes on complex policy issues to a range of stakeholders within the required deadlines including Cabinet submissions.
4. Establish and maintain critical relationships, communications, collaboration and information sharing with key internal and external project stakeholders, including leading the delivery of specialist consultancy to state and national workgroups and steering groups.
5. Monitor and assess national and international trends relevant to the strategic direction of the division.
6. Monitor the trends within the political environment, display understanding of current political system and base actions to suit the current political climate.
7. Work under broad direction and undertake complex, critical and politically sensitive tasks.

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:

- Successful applicant will be required to hold a National Police Check (NPC) and satisfactorily complete an Employment-related Screening Check where this is required for the role, prior to being employed.
- Successful applicant will be required to hold a Working with Children Check (WWCC) prior to being employed.
- Some out of hours work may be required
- Some inter and intra-state travel may be required.
- 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.

Key Relationships/Interactions:

- Manager Strategy, Policy and Innovation (line manager)
- Executive Director, CFS
- General Manager, System Stewardship
- CFS staff
- Minister's Office
- Executives and staff across other SA Government agencies and representatives in partnership agencies
- Aboriginal Community-Controlled Organisations
- External stakeholders as appropriate

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. **Project Management** – Significant experience in the design, implementation and evaluation of major and complex reform initiatives which have critical importance and significant impact on organisational objectives and the delivery of strategic outcomes, operating in an environment of uncertainty and rapid change.
2. **Problem Solving Skills** – Demonstrated understanding of an evidence-based approach to priority setting and decision making for the purpose of strategic reform and a flexible and innovative approach to problem solving Experience in the design, implementation and evaluation of reform initiatives.
3. **Analytical Skills** – Experience in quantitative and qualitative analysis and business-related activities with the ability to apply insights to inform decision making
4. **Communication** – Demonstrated high level of written and verbal communication and interpersonal skills that foster trust, confidence and co-operation with a wide range of stakeholders, and influence outcomes.
5. **Relationships and Partnerships** – Experience in working collaboratively with communities, service providers and other relevant stakeholders, including engagement approaches that support inclusive participation.
6. **Child Protection Knowledge Base** – Sound knowledge and understanding of research design, methodologies and evaluation principles and their practical application in informing policy, service design and reform initiatives within early intervention, safeguarding and Child Protection contexts.

Qualifications:

Desirable: Tertiary qualification in human services, social work or equivalent expertise gained from a combination experience, training or professional accreditation.

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.

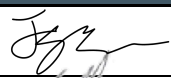
Builds genuine partnerships

- ☒ 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: Jackson Seymour A/HR Business Partner		Date: 25/06/2026
Approved by: Henry Pharo, A/Executive Director, CFS		Date: 25/06/2026