Role Description

Role title:	Classification:
Senior Project Officer	ASO6
Division/Business unit:	**Reports to:**
Community and Partnerships	Manager, Community Programs and Partnerships

Role purpose:

The Senior Project Officer is a role within the Community Investment and Support, Community and Social Investments unit, and is accountable to the Manager, Regional Partnerships for:

- providing advice and manage as appropriate the preparation, negotiation, and monitoring of service agreements
- working in partnership with DHS funded service providers on issues related to compliance and performance
- supporting and facilitating the ongoing development and capacity building of DHS funded service providers
- informing and supporting the work of Community and Social Investments, DHS, and community partners by gathering and ensuring access to relevant information about DHS's priority populations and communities
- enabling collaborations across Department of Human Services (DHS) and between government (all levels), services, and people in communities, to maximise development of responses to area, place or regional issues
- contributing to community development and social inclusion approaches with a particular focus on DHS's priority populations and communities.

Key outcomes and accountabilities:

1. Develop, implement and monitor projects by:
    - preparing project briefs
    - planning, researching information and developing project plans
    - monitoring, evaluating and reporting on project outcomes.
2. Lead the development and implementation of reporting, performance indicators and measurement tools for evaluating outcomes and recommending reforms within agreed projects and programs.
3. Establish and maintain effective relationships and networks with internal and external stakeholders.
4. Provide strategic and innovative input into the identification and management of funding priorities for the development of projects and models.
5. Contribute to policy development through analysing and reporting information relevant to the needs of the clients.
6. Negotiate tendering of contracts and overseeing the tendering processes.
7. Work collaboratively to develop effective working relationships with peers, staff and stakeholders in order to deliver quality and timely communications and services.

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:

- Some out of hours work many 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.
- ***MANDATORY:*** 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.

Key Relationships/Interactions:

- Manager, Regional Partnerships (Line Manager).
- General Manager, Community and Social Investments.
- Executive Director, Community Investment and Support.
- Directors and staff within Community and Social Investments.
- Non-government organisations.
- All tiers of government departments involved in sector development for community services.

Budget/Delegations:

No budget or delegations accountabilities for this role.

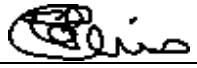
DHS expectations and values: (Organisational contribution)

- 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.
- Take action and provide services that are inclusive of Aboriginal people and people from culturally and linguistically diverse backgrounds, as well as engaging in learning about other cultures to better establish relationships and improve services.

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

1. Build Relationships: develop and maintain constructive and effective working relationships, which foster the trust and cooperation of a wide cross section of key stakeholders including DHS funded service providers, other non-government agencies, local government, other government departments (both State and Commonwealth) and communities.
2. Contract Management: provide advice and contribute to the preparation, negotiation, and monitoring of service agreements including liaising with DHS funded service providers on issues related to compliance and performance.
3. Project Management: plan, design, implement, monitor, assess and evaluate community service projects and programs, demonstrating high levels of problem solving, negotiation, analytical and conceptual skills.
4. Task Management: determine priorities, manage complex and competing priorities and develop effective resolutions both individually and through working with others.
5. Written Skills: present complex issues and findings in writing, such as reports, recommendations and briefing paper.

Qualifications:
Essential: Not applicable. **Desirable:** 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: Sue Collins, HR Business Partner		Date: 3/8/2022
Approved by: Caroline Lock, Director Community Social and Investment		Date: