Government of South Australia

human services

Role Description

Role title:	Classification:
Manager, Client Service Pathway	AHP4
Division/Business unit:	**Reports to:**
Disability and Specialised Services / Exceptional Needs Unit	General Manager, Exceptional Needs Unit

Role purpose:

The Manager, Client Service Pathway (CSP) is a role within the Exceptional Needs Unit (ENU) and is accountable to the General Manager, ENU for:

- Leading a team of supervisors and allied health practitioners to deliver high-quality clinical assessments and implement service responses for clients of the CSP, with a particular focus on individuals with complex support needs and elevated levels of risk in the community.
- Developing and maintaining high-level, productive working relationships with key stakeholders including government agencies, service providers, clients and their families.
- Leading the delivery of an effective service that raises awareness and builds the capability across the community, government and non-government sectors, including specialist referral and intervention services.

Key outcomes and accountabilities:

1. Contribute specialist clinical advice to discussions regarding service needs, emerging issues and practice considerations for the CSP cohort, including chronic health conditions and complex support needs.
2. Build, manage and maintain positive and collaborative working relationships with peak advisory bodies, community representatives and relevant stakeholders, with awareness of political, cultural and security sensitivities.
3. Represent the CSP at ENU intake committee meetings, providing informed advice on referred clients, eligibility, risk factors and emerging themes or trends.
4. Provide leadership, direction, supervision and development to team members, empowering and motivating staff and ensuring consistent and constructive communication aligned with Departmental objectives.
5. Lead and oversee the CSP team in clinical assessments and interventions, ensuring all practice aligns with evidence-based frameworks and that policies and procedures are regularly reviewed to support high-quality service delivery and best practice outcomes.
6. Maintain awareness of relevant practice trends, research and emerging issues at State, national and sector levels and apply this knowledge to support continuous improvement.
7. Monitor and report on CSP activities, service outcomes and trends to internal and external stakeholders, ensuring information is accurate, timely and supports effective decision-making.

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, an Australian Government Department of Defence Security Clearance and a Working with Children Check (WWCC). • Out of hours work and inter/intra state travel may be required.

Key Relationships/Interactions:
• General Manager, Exceptional Needs Unit (line manager) • Director, Clinical and Specialised Services • Other executives and senior managers across DHS • Exceptional Needs Unit staff • National Disability Insurance Agency • SA Health and SA Housing Trust • Relevant non-government organisations • Community leaders and stakeholders reference groups

Budget/Delegations:
Financial Authorisation Level 5 / Human Resources Delegations Level 5

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. **Sector Knowledge and Clinical Leadership** – Demonstrated advanced knowledge and experience working with clients who have chronic health conditions, disability and psychosocial complexity, and the ability to lead teams in understanding how these factors impact risk and service needs within a community setting.
2. **Focus on Results** – Ability to proactively identify and address service delivery issues, promote effective practice, and maintain a strong focus on achieving agreed program outcomes within the scope of the CSP.
3. **Program Leadership and Team Management** – Proven capacity to provide clear direction, clinical supervision and influential leadership to multidisciplinary staff, supporting high-quality, consistent practice and contributing to the implementation of service initiatives.
4. **Accountability and Decision Making** – Demonstrated ability to make timely, well-reasoned and defensible decisions based on clinical judgement, risk assessment and organisational policy, taking responsibility for actions and outcomes within the role's authority.
5. **Relationships and Partnerships** – Skilled in developing and maintaining effective, collaborative = relationships with clients, families, service providers and government and non-government agencies to support integrated, client-centred service responses.
6. **Service Planning Excellence** – Demonstrated high-level problem solving, analytical and conceptual skills applied to service planning, pathway development and coordination of complex service needs within a dynamic and multidisciplinary environment.
7. **Strategic Communications -** Provide strategic communication and advice to relevant stakeholders in areas that impact on DHS's future direction.

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; or
- Appropriate degree or equivalent qualification in disability and community rehabilitation.

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: Marianne Stergiopoulos, HRBP		Date: 28/05/2026
Approved by: Julie Rogers Director		Date: 27/05/2026