

Role Description



Role title:	Classification:
Senior Practitioner – ENU Response Team	AHP2
Division/Business unit:	Reports to:
Disability and Specialised Services, Exceptional Needs Unit	Supervisor, ENU Response Team

Role purpose:

The Senior Practitioner, ENU Response Team is a role within the Exceptional Needs Unit (ENU) and is accountable to the Supervisor of the ENU Response Team for:

- Undertaking holistic psychosocial assessments of individuals and families with complex needs to determine gaps in support/service response and make recommendations to improve client circumstance.
- Coordinating funded supports for people with complex needs, including external case management support and specialist assessments.
- Providing a service coordination response to ensure that key stakeholders involved in supporting a client or family with complex needs communicate effectively and work collaboratively towards client focused, achievable goals.
- Providing high level consultancy, advice, and reporting on individuals with exceptional needs and other populations with complex and unmet needs requiring support to live in the community; and
- Facilitating and supporting the development and implementation of appropriate community-based support responses for people with exceptional needs.

Key outcomes and accountabilities:

1. Manage referrals regarding clients with exceptional support needs, including undertaking assessments, identifying barriers to support, and coordinating a case management/service coordination response.
2. Build and maintain strong working relationships with stakeholders from government and non-government agencies, and the private sector.
3. Support individuals and families with exceptional needs to navigate services, and advocate where required to ensure their support needs are met.
4. Provide support to other employees within the team, including professional supervision and support of students as appropriate.
5. Manage client information systems, high quality case notes, and reports as needed.
6. Maintain awareness of relevant trends and issues affecting people with complex needs, including an understanding of best practice approaches locally and internationally.

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.
- Inter and intra-state travel may be required.

Key Relationships/Interactions:

- Supervisor – ENU Response Team (line manager)
- Manager, Service Delivery – ENU Response Team
- ENU Response Team practitioners
- ENU team members
- General Manager, ENU
- Director, Disability and Specialised Services
- Relevant Non-Government Organisations
- Relevant State based agencies

Budget/Delegations:

No budget or HR 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. Case Management Experience – Knowledge of, and experience in, complex case co-ordination and assessment methods.
2. Project Management Experience – Proven experience in service planning methods and project management of complex projects, demonstrating high levels of problem solving, negotiation, analytical and conceptual skills.
3. Disability Awareness – Demonstrated in-depth understanding of the nature of disability and the impact for individuals, families and society.

4. Coordinate Services for Clients – Ability to initiate, develop and maintain networks with service providers and link clients with services.
5. Building Teams – Ability to develop and maintain productive working relationships with all levels of Government, agencies, client and community groups through developing and leading partnering initiatives and involving clients and stakeholders in local initiatives.

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 in Bachelor of Disability and Developmental Education, which enables eligibility for full membership of Developmental Educators Australia Incorporated; or
- Appropriate degree or equivalent qualification in Disability and Community Rehabilitation; or
- Appropriate degree or equivalent qualification in Psychology and registration with the Australian Health Practitioner Regulation Agency; or
- Appropriate degree or equivalent qualification which entitles registration as an Occupational Therapist with Occupational Therapy Australia

Desirable: Not applicable

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: Demmy Kalogeras	<i>D.Kalogeras</i>	Date: 05/12/2025
Approved by: Kirsty Delguste	<i>Kdelguste</i>	Date: 8/12/2025