

Role Description



Role title:	Classification:
Director, Practice, Quality and Specialised Services	SAES1
Division/Business unit:	Reports to:
Disability and Specialised Services / Practice, Quality and Specialised Services	Executive Director, Disability and Specialised Services

Role purpose:
The Director, Practice, Quality and Specialised Services is a role within Disability and Specialised Services (DASS) and is accountable to the Executive Director, DASS for: • Providing strategic and operational leadership, clinical governance, and organisational direction across the Clinical and Specialised Services portfolio, while leading Practice and Quality governance across DASS and driving the development, implementation, and continuous improvement of evidence-based models of support. • Leading the development and implementation of governance, frameworks and systems relating to practice, quality planning, quality assurance, quality control and quality improvement including monitoring and evaluating practice and service delivery standards whilst accepting the accountability for the governance and practice standard, the development and effectiveness of systems to support, evaluate and consistently improve practice and the cost effective provision of services within their span of control. • Providing strategic oversight across state and national initiatives and to facilitate the provision of DASS Services care according to the National Disability Insurance Agency (NDIA), Disability Support for Older Australians and the National Disability Insurance Scheme (NDIS) Quality and Safeguards Commission, Aged Care Quality and Safeguarding Commission. • Lead the development and implementation of communities of practice, supervision frameworks, organisational learning approach to education and training, resources, and professional development initiatives to strengthen workforce capability and promote consistent, high-quality practice across DASS. • Leading care support quality initiatives through the establishment of a strong research and inquiry culture, leveraging contemporary evidence and professional knowledge to enable informed, high-impact decision-making. • Leading Clinical and Specialised service delivery ensuring effective and efficient operations across Allied health, Nursing, Positive Behaviour Support, Specialist support Coordination, Support Coordination, and the Exceptional Needs Unit

Key outcomes and accountabilities:
1. Lead professional practice and provide strategic clinical leadership for the design and delivery of clinical and specialised services programs. 2. Drive the development and implementation of contemporary, rights-based and person-centred practice frameworks, aligned with regulatory requirements, service direction, and pricing benchmarks to support service reform and maximise NDIS revenue.

Key outcomes and accountabilities:

3. Embed Aboriginal and Torres Strait Islander co-design principles to deliver culturally responsive, inclusive systems and improved outcomes for communities.
4. Leverage benchmarking to evaluate the performance of DASS and drive evidence-based improvements to policy and procedures, ensuring alignment with National Standards, Clinical Governance frameworks, Service Direction, and the Department of Human Services (DHS) Disability Services Customer Charter, while supporting clients and families to exercise choice and control.
5. Strengthen workforce capability and service quality through effective clinical governance, continuous improvement, and collaboration across DASS teams.
6. Establish and maintain strategic partnerships across government, non-government, and private sectors, including NDIA and NDIS to enable integrated services, innovation, and improved client outcomes.
7. Empower and build capability in staff to deliver high-quality, efficient services, and for the effective management of the directorate's budget and resources through robust monitoring, reporting, and performance oversight.

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.
- Intra and interstate travel may be required

Key Relationships/Interactions:

- Executive Director, DASS (line manager)
- Chief Operating Officer, Disability Services
- DHS Executives and Senior Managers
- Staff within Disability and Specialised Services
- NDIS Quality and Safeguard Commission
- NDIA staff
- Other Government and non-Government agencies, and community organisations, including peak bodies
- Key personnel across all levels of government

Budget/Delegations:

- Human Resources Delegations Level 3
- Financial Authorisation Level 3 - \$500,000

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** – Identify strategic goals and provide direction and influential leadership to others to achieve outcomes in line with organisational objectives.
2. **Management Experience** – Lead and develop through capability building and predicting and planning for future organisational needs, and leading cultural and organisational change in a proactive manner. Ability to influence at a senior level to achieve beneficial business outcomes with a proven track record in meeting service targets and key performance indicators.
3. **Relationships and Networking** – Demonstrated high-level ability to provide strategic advice and establish and maintain effective relationships with a diverse range of clients and stakeholders.
4. **Innovation** – Ability to foster a creative and dynamic environment that facilitates innovative problem solving and drives efficiencies, promoting a high-performance culture and excellence in service delivery.
5. **Risk Management** – Ability to identify and manage strategic risk through effective mitigation and prevention.
6. **Service Delivery** – Ability to deliver, monitor and improve services based on client outcomes and the use of robust evidence and data and utilise experience in service planning methods by demonstrating high levels of problem solving, negotiation, analytical and conceptual skills.

Qualifications:**Essential:**

- Clinical Qualifications in Allied Health or Nursing with a minimum of five years' experience

Desirable:

- Post graduate qualification in human services, health science or business management, or currently working towards completion of post graduate qualification.
- Membership of relevant professional body/ special interest group.

Key leadership competencies and expected behaviours at this classification:**Shapes Strategic thinking and change leadership**

- Creates a shared vision and mission for the BU/organisation.
- Inspires and influences others to assume ownership of organisational goals.
- Displays strategic thinking and planning to ensure the organisation moves towards its vision.
- Develops and oversees the implementation of change initiatives in a sometimes-uncertain environment.
- Identifies and analyses problems, generates and evaluates alternative solutions and makes recommendations.

Achieves organisational results

- Drives for results while maintaining a focus on the BU and/or organisations strategic goals.
- Ensures priorities are clearly linked to both short term and long-term organisational objectives.
- Makes well informed, effective and timely decisions even when information is incomplete and ambiguous.
- Abides by the laws, regulations and policies determining public sector activities.
- Holds self and others accountable for own actions and for achieving quality, timely and transparent outcomes.
- Monitors the performance of the BU/organisation and seeks continuous improvement including a best practice approach to health, safety and wellbeing.
- Integrates technical expertise into the organisation to improve overall performance and delivery of organisational outcomes.

Drives organisational excellence

- Influence the success of outcomes by maximising organisational effectiveness, performance and sustainability.
- Anticipates and plans for future events, trends, problems and opportunities.
- Develops the ability of others to effectively perform and contribute to the organisation by providing ongoing feedback, coaching and opportunities for development and growth.
- Builds and manages the capability and expertise of the workforce to achieve organisational goals.
- Anticipates and meets the need of both internal and external clients. Delivers high quality goods and/or services.
- Carefully manages internal and external resources to ensure they are used efficiently to meet organisational objectives and the SA public sector strategic agenda.

Forges relationships and engages others

- Identifies the internal and external politics that impact the organisation. Has a clear perception of the political context and reality and acts accordingly.
- Approaches negotiations with a strong grasp of key issues and presents a convincing and balanced rationale.
- Identifies common ground to facilitate agreement and acceptance of mutually beneficial solutions.
- Manages and resolves conflicts and disagreements in a constructive manner. Encourages creative tension and differences of opinion.
- Gathers knowledge and shares information from a variety of sources, explores new ideas and different viewpoints, and promotes this culture throughout the organisation.
- Builds effective working relationships, networks and partnerships with internal and external individuals at all levels.
- Actively listens to others and responds in a clear, concise and diplomatic manner. Adapts communication style as appropriate.

Exemplifies personal drive and professionalism

- Models and promotes appropriate social, ethical and organisational standards in all interactions.
- Provides frank and fearless advice and is prepared to make tough decisions to achieve desired outcomes.
- Demonstrates resilience in responding to changing directions. Modifies approach, processes and procedures either to fit a specific situation or in response to a changing organisational climate.
- Engages in regular critical reflection on feedback and experiences in the workplace and acts on these to facilitate professional growth.
- Capitalises on the positive benefits that can be gained from diversity. Uses understanding of differences to enhance the operation of the organisation.
- Values the health, safety and wellbeing of self and others by managing stress levels and work-life balance.

Approval:

Assessed by: Olivia Concesso, Lead HR Business Partner		Date: 20/08/2026
Approved by: Kirsty Delguste, Executive Director, Disability and Specialised Services		Date: 29/07/2026