



## Position Description

<b>Position title:</b>	Manager, Sector Innovation Portfolio
<b>Location:</b>	Paddington, Brisbane
<b>Employment status:</b>	Permanent full-time
<b>Date of approval:</b>	1 November 2022

### Organisational context/ environment

PeakCare Queensland Incorporated (PeakCare) is a Queensland child protection peak body. In serving as an independent and impartial voice able to represent and promote matters of interest to the non-government sector, PeakCare operates as a not-for-profit organisation with a membership base comprising of non-government organisations involved in providing child protection, family support and related services. A network of supporters made up of individuals who also subscribe to PeakCare.

Whilst primarily funded by successive Queensland governments that have recognised the value of having an independent peak body with whom to negotiate and liaise, PeakCare is also financially assisted in meeting our objectives through membership fees and fees for a range of activities provided by the organisation.

In keeping with our Constitution, the strategic directions and governance of PeakCare is guided and monitored by a Board comprising of elected representatives from non-government organisations.

#### **Our vision:**

Safe and well children – safe and well families

#### **Our purpose:**

To be a respected voice that leads, influences and informs systems, policies, programs and practices that advance the rights and entitlements of children and their families to safety, well-being and equitable access to life opportunities

#### **Our beliefs and values:**

- Leadership, integrity and courage
- Respect and inclusiveness
- Independence, interdependence and impartiality
- Reconciliation that honours First Peoples of the Land and their rights to self-determination

## **Our strategic intent 2021-25**

### **Knowledge leadership**

To nurture and grow knowledge about the rights and entitlements of Queensland children and young people to safety, well-being and equitable access to life opportunities, the needs of their families and communities, and the evidence-base for service responses that best meet their entitlements and needs

### **Thought leadership**

To conduct exemplary policy analysis to deepen our sphere of influence and shape informed leadership and dialogue about family support and child protection within communities and across government and non-government sectors at local, state and national levels

### **Advocacy**

To be a strong independent voice informed by research, evaluation and evidence to influence and achieve better outcomes for children, young people, families and communities, and a demonstrated recognition of children's rights and entitlements

### **Value**

To listen and create value for members to meet their expectations and provide a sound return on their investment in supporting the organisation's pursuit of our vision and our facilitation of sector innovation

### **Organisational capability**

To build internal capability and continually improve the quality of our services

For more information about the range of work undertaken by PeakCare, please visit our website at [www.peakcare.org.au](http://www.peakcare.org.au).

## **Position specification**

### **Purpose of position**

- To initiate, lead and manage, in partnership with government and non-government agencies, a program of sector innovation projects (possibly including pilot projects and trials) that facilitate an incremental re-conceptualising of the child protection system and the system's administration, for the purposes of better delivering the 'right services at the right time by the right providers' within a contemporary environment. This includes the use of industry recognised project management methodologies in undertaking complex projects relating to the introduction of:
  - newly designed and innovative service models and programs that are evidence-based, culturally safe, and individually tailored and responsive to the rights, entitlements and diverse needs of children, young people and families who may be engaged with, or at risk of engagement with the child protection system
  - proactively (as opposed to reactively) delivered service responses that are timely with a focus placed on children and young people's transitions and the use of assessments to provide

- indicators of when changes to the types of services and the extent and intensity of their delivery may be required (i.e. an assessment-informed 'step-up/step down' approach), and
- new and innovative systems for the support and funding of services that are more flexible in enabling place-based collaboration within and across agencies, whilst increasing the cost-efficiency and accountability of funded organisations in delivering targeted, effective and outcomes-focussed services
- To lead, on behalf of the organisation:
    - the management, administration and maintenance of the existing *Hope and Healing* e-learning training programs for residential care workers and their supervisors, foster carers and their support workers, and other groups who may become students of these programs in the future
    - the development and introduction of additional modules that may be added to the *Hope and Healing* e-learning training programs from time to time
    - the development of other professional development, training and/or sector engagement forums that may be introduced from time to time that make use of e-learning or other innovative means including use of technology, to facilitate this engagement, and
    - the development of the means, in liaison with the Department of Children, Youth Justice and Multicultural Affairs, to make the *Hope and Healing* e-learning programs (or similar programs) applicable and accessible to other States and Territories if this is assessed as possible and commercially viable
  - To lead, on behalf of the organisation, the maintenance and continuous improvement of the organisation's Information and Communications Technology (ICT) platform and the organisational arrangements, practices and procedures for making use of this platform to enhance the cost-efficiency and effectiveness of PeakCare's delivery of its services
  - To contribute, in liaison with PeakCare's Executive Director and members of the senior leadership team, to the development, implementation, monitoring and regular review of the organisation's operational plan including all sector innovation projects contained therein, to ensure their congruence with the organisation's strategic intent and compliance with all relevant legislated requirements, service standards, funding and contractual agreements

## Outcomes sought from position

- Incremental introduction and establishment of a re-conceptualised child protection system featuring improved service responses to children, young people and families, informed by a program of sector innovation projects led, co-led or facilitated by PeakCare
- Effective engagement of, and recognition by, Members, government and non-government service partners, interest groups and other stakeholders of PeakCare's expertise and credibility in leading and managing complex projects that are innovative in nature with discernible benefits in achieving improved outcomes for children, young people and families, in line with the organisation's current and future strategic and operational plans

- Cost-effective and efficient maintenance and continuous improvement of the organisation's existing *Hope and Healing* e-learning programs with possible extension of these or similar programs to other user-groups
- Maintenance of a contemporary Information and Communications Technology (ICT) platform and the continuous improvement of organisational policies, systems and procedures aimed at maximising use of the platform by the organisation's staff in their support and delivery of PeakCare's services

## Minimum qualifications and experience

- Possession of a degree from a recognised tertiary Institution relevant to the duties of the position. Post graduate experience would be viewed favourably
- In line with the duties of the position and in keeping with contemporary industry and government standards, applicants are required to possess:
  - Managing Successful Programs (MSP) certification, and
  - Prince 2 and/or Prince 2 Agile certifications, or
  - an equivalent qualification
- Previous appointments, service and/ or study combined with high-level experience, expertise and exemplary competence relevant to the duties of the position
- Applicants are advised that PeakCare staff are required to attain and maintain a current Blue Card (Queensland's Working with Children Check)
- A current 'C' Class Drivers' licence is required

## Accountability

- The Manager, Sector Innovation Portfolio reports and is accountable to the Executive Director, PeakCare
- As depicted in the attached organisational chart, the Manager, Sector Innovation Portfolio is a member of PeakCare's senior leadership team along with the Executive Director and Director, PeakCare Services
- PeakCare regularly employs, seconds or contracts temporary full- or part-time project officers and/or engages consultants or consultancy services to perform roles associated with time-limited specific-purpose projects. The Manager, Sector Innovation Portfolio may often be required to exercise responsibilities for the engagement, management and supervision of the aforementioned staff members, contractors, consultants or consultancy services

## Terms of employment

This is a permanent position to be held on a full-time basis. Where the position requires additional hours to be worked, time in lieu provisions apply.

The terms of employment are specified within the letter of offer and subsequent negotiated employment agreement upon acceptance of the offer. The terms and conditions offered are in accord with the terms and conditions of the Social, Community, Home Care and Disability Services Award (Social and Community Services Employees) and the National Employment Standards except where, in accordance with Clause 7.1 of the Award, variations to the terms and conditions of the Award have been agreed to.

An initial probationary period of six (6) months will apply during which the Manager, Sector Innovation Portfolio will be required to successfully complete a performance appraisal.

Important note: All PeakCare positions are subject to the availability of government funding.

## Salary

The position is classified at Level 8 – Social, Community, Home Care and Disability Services Award (Social and Community Services Employees). A salary level will be established that is commensurate with the successful applicant's experience and qualifications. It is noted that PeakCare employees are able to access salary packaging options. It is also noted that PeakCare makes an employer superannuation contribution in accordance with the Superannuation Guarantee plus an additional 1% which may be periodically reviewed and made subject to availability of funds.

## Key responsibilities

- To research and maintain, on behalf of the organisation, comprehensive knowledge of contemporary, innovative child protection and related service responses and program designs within Australia and elsewhere, and trends in relation to the procurement, funding, administration and systems support of the delivery of these response and programs, including the respective roles and responsibilities exercised by government and non-government sectors in this regard
- To undertake critical analysis of contemporary service responses and program designs including the methods used to procure, fund, administer and support their delivery with a view to identifying those that may be applied or suitably adapted for application, either totally or in part, within Queensland, taking into account matters such as:
  - relevant legislation, regulatory controls, current and future policy directions, and strategic and operational sector-wide priorities
  - existing service delivery infrastructure including placed-based considerations
  - potential use of technology to enhance the effectiveness and cost-efficiency of delivering, supporting, monitoring, evaluating and improving service responses and programs, and
  - cultural considerations (including, in particular, PeakCare's own values and commitment to the exercise of self-determination by Aboriginal and Torres Strait Islander peoples in relation to the design and delivery of services that are culturally safe and which best meet their needs)
- To manage, on behalf of the organisation, a portfolio of sector innovation projects including the means to identify the objectives of each project and report on their individual and collective

impact on incrementally re-conceptualising the child protection system and its administration, in line with the organisation's strategic intent, operational priorities and work commitments contained within relevant funding and service agreements

- To apply contemporary project management methodologies in respect of each sector innovation project to ensure that each project:
  - aligns with the areas of strategic intent featured within PeakCare's strategic plan
  - enables enterprise agility
  - focuses on the delivery of outcomes that are well-articulated, measurable and have discernible benefits to children young and families
  - mitigates risk
  - manages change, and
  - actively and purposefully engages stakeholders
- To represent the organisation in liaising and negotiating with, advocating and providing authoritative advice to, elected and government department officials, the organisation's Members, and other peak bodies, representative groups and stakeholders about matters relevant to the portfolio of sector innovation projects being undertaken by PeakCare
- To research and prepare written information for publication including briefing papers, fact sheets, discussion papers, submissions, reports and articles relevant to the portfolio of sector innovation projects being undertaken by PeakCare
- To maintain and continuously improve the organisation's Information and Communication Technology (ICT) platform and the systems, practices and procedures used by the leadership team and staff members for the purposes of:
  - providing advice to the PeakCare Board to inform its development, monitoring and regular reviews of the organisation's strategic plan
  - informing the development, implementation and regular review of the organisation's operational plan including complex project, risk management and event plans
  - reporting on the organisation's performance in relation to compliance with legislated requirements, service standards, service and funding agreements, and contractual obligations both 'internally' and, where required, 'externally' to, for example, funding bodies and auditors
  - progress reporting on the organisation's achievement of operational planning objectives including those that specifically relate to objectives associated with the portfolio of sector innovation projects, and
  - collecting, collating and recording of information that will be of assistance to PeakCare in maintaining the organisation's International Organisation for Standardisation (ISO) accreditation
- To contribute, as a member of PeakCare's Senior Leadership Team, to the organisation's operational planning, priority-setting, and management of work demands including the allocation of human and financial resources
- To contribute to the preparation and monitoring of budgets relevant to both the organisation 'as a whole' and specific projects included within PeakCare's portfolio of sector innovation projects

- To perform other duties associated with the administration and delivery of PeakCare’s services, as directed by the Executive Director

## Selection criteria

1. Demonstrated existing knowledge, or capacity to rapidly acquire, knowledge of legislation, policies, programs, practices, trends and issues relevant to child protection, family support and related services and an understanding of the implications of these matters for service delivery and system improvements within and across the government and non-government sectors within Queensland
2. Proven exemplary proficiency in researching, critically analysing and developing innovative solutions in relation to the management and administration of complex systems including those used by government agencies to procure, fund and administer the funding provided to non-government organisations
3. Proven exemplary proficiency in independently:
  - managing projects of a complex and significant nature within budgetary constraints including the use of project management methodologies that are in keeping with contemporary industry and government standards
  - establishing and managing, on behalf of an organisation, agreements relating to the procurement of services provided by contractors, consultants and consultancy services including the terms and conditions of each agreement
  - making use of portfolio program and project management software, such as Microsoft Project or similar
  - providing authoritative specialist advice within a designated field of expertise, and
  - exercising judgement and delegated authority in negotiating and making decisions on behalf of an organisation
4. Demonstrated exemplary writing skills including an ability to:
  - produce well-structured submissions, discussion papers and other documents that clearly analyse, explain and communicate matters of a complex and significant nature
  - tailor the use of language, formatting and writing styles to appropriately ‘match’ the purposes of various types of written reports to the needs of their intended recipients, and
  - accurately and clearly formulate and document reports at short notice and to tight deadlines, when required
5. Demonstrated exemplary interpersonal and verbal communication skills including an ability to discuss, collaborate, consult and negotiate with:
  - personnel at all levels within the organisation, other peak bodies and other non-government and government organisations
  - elected government officials and their staff

- representatives of other interest groups including, in particular, Aboriginal and Torres Strait Islander peoples and leaders of the community-controlled sector, and
  - children, young people and members of their families who may have or have had involvement with various aspects of the child protection system
6. Proven exemplary proficiency in exercising a leadership role as a member of a senior leadership team and collaboratively contributing to a work unit comprising multiple occupational groups performing diverse roles

## Application details

Applicants must address the selection criteria.

Written applications must be no longer than three (3) pages and be submitted with a current resume and contact details for two (2) professional referees

### Closing date:

30 November 2022

### Further information:

Further information is available by contacting Lindsay Wegener, Executive Director, PeakCare on:

Mobile: 0437 726 192

Email: [lwegener@peakcare.org.au](mailto:lwegener@peakcare.org.au)

### Applications are to be submitted in writing or emailed to:

Executive Director  
PeakCare Queensland Inc  
PO Box 159  
PADDINGTON QLD 4064  
[lwegener@peakcare.org.au](mailto:lwegener@peakcare.org.au)

# PeakCare Queensland organisational structure

'Inward-focused' operational management including:

- Policy research and analysis
- Office management
- Communications
- Quality assurance

'Outward-focused' strategic management and public advocacy

Exemplary sector innovation portfolio management (incl. management of Hope & Healing training programs)

