



## Position Description

<b>Position title:</b>	Director, PeakCare Services
<b>Location:</b>	Paddington, Brisbane
<b>Employment status:</b>	Temporary full-time
<b>Date of approval:</b>	30 March 2023

### 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 direct, in liaison with the PeakCare's Executive Director, the development, implementation, monitoring and regular review of the organisation's operational plan including all project and work activities contained therein, to ensure its congruence with the organisation's strategic intent and compliance with all relevant legislated requirements, service standards, funding and contractual agreements
- To exercise a leadership role in analysing and providing authoritative evidence-based specialist advice on child protection and related legislation, policy and strategies to inform the authoring of PeakCare submissions and the ongoing education and engagement of, and liaison and negotiation with, government and non-government agencies in identifying and responding to emerging trends and issues concerning the child protection and family support sectors including the intersection of these sectors with related service systems such as youth justice, early childhood education and care, education, disability services, health and housing

- To represent PeakCare in liaising and negotiating with, advocating and providing authoritative advice to senior elected and government department officials, Member organisations and other peak bodies, representative groups and stakeholders about matters relevant to the work undertaken by PeakCare including participating in various government or non-government initiated working parties, reference groups and other strategic forums including serving as a proxy for the Executive Director when required and permissible
- To direct the maintenance, continuous improvement and sound application of all organisational policies, procedures and systems relating to the management, corporate support and cost-efficient and effective delivery of PeakCare services, including those associated with:
  - the recruitment, selection, supervision, learning and development, and performance appraisal and management of staff members reporting to the position in a manner that is compliant with relevant legislated requirements, consistent with contemporary human resources management practices and conducive to maintaining a workforce with the right sets of skills, qualifications, experience and personal attributes to achieve the organisation's strategic intent, operational priorities and commitment to a safe, healthy and respectful work environment and culture
  - sound management of the organisation's financial resources including budget planning and, in association with the organisation's contracted accountancy service, monitoring and reporting on financial performance to the Board, the organisation's Members, funding bodies and auditors
  - the organisation's commitment to quality assurance including maintenance of PeakCare's International Organisation for Standardisation (ISO) accreditation, and the engagement of staff members within their respective areas of responsibility and as a collective in contributing to a workplace culture that is actively committed to continuous quality improvement
  - maintaining accountability and responsiveness to regularly sought feedback from Member organisations and other stakeholders, and
  - management of projects of a complex, significant or sensitive nature including, where required, the management of any agreements or contractual arrangements entered into with contractors, consultants or other entities

### **Outcomes sought from position**

- The organisation's maintenance of comprehensive, up-to-date and in-depth knowledge concerning contemporary child protection and related legislation, policy, program and practice trends and issues that can be used to inform the formulation of submissions and PeakCare's advocacy and liaison with government and non-government agencies and other interest groups
- A well-maintained capacity held by PeakCare to provide authoritative and accurate policy analysis and advice about matters of relevance to the organisation's strategic intent
- Effective engagement of, and recognition by, Members, government and non-government service partners, interest groups and other stakeholders of PeakCare's child protection policy, practice and program development expertise and credibility

- Effective, efficient and accountable operational management of PeakCare services including projects and other work activities undertaken by PeakCare staff members and others to whom these projects or activities may be 'sub-contracted'
- An organisational culture wherein all staff members within their respective areas of responsibility and as a collective demonstrate an active and disciplined commitment to continuous quality improvement and a safe, healthy and respectful work environment
- A capable workforce with the competencies required to deliver and/or support the range of services provided by PeakCare in respect of the areas of strategic intent being pursued by the organisation in accordance with current and future strategic and operational plans

### **Minimum qualifications and experience**

- Possession of a degree from a recognised tertiary Institution in the social sciences or a related discipline. Post graduate experience would be viewed favourably
- 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 Director, PeakCare Services reports and is accountable to the Executive Director, PeakCare
- As depicted in the attached organisational chart, the Director, PeakCare Services is a member of PeakCare's senior management team along with the Executive Director and Manager, Sector Innovation Portfolio
- Positions reporting to the Director, PeakCare Services include:
  - Senior Advisor, and
  - Administrative Assistant
- Additionally, PeakCare regularly employs, seconds or contracts temporary full- or part-time project managers, coordinators and/or staff members to perform roles associated with time-limited specific-purpose projects; a contracted accountancy service; auditors; consultancy services, and casual or temporary full- or part-time administration officers or administrative assistants
- The Director, PeakCare Services is regularly 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 temporary 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 Director, PeakCare Services 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 specialist and technical knowledge of current legislation, policy, practice and program trends and issues relevant to the planning, delivery and improvement of child protection and family support services within Queensland
- To provide authoritative specialist analysis and advice, both verbally and in written form, concerning current or emerging policy, program and/ or practice trends and issues concerning child protection and family support, including analysis and advice in respect of the intersection of the child protection and family support systems with other service systems such as youth justice, early childhood education and care, education, disability services, health and housing
- To initiate, research, lead and manage, in association with and for approval by the Executive Director, policy analysis and development activities that may be undertaken or commissioned by PeakCare either operating alone or in partnership with other peak bodies, government and/ or non-government agencies, that:
  - address current or emerging policy, practice and/or service development trends or issues
  - are innovative, novel and/ or of a critical nature, and
  - identify the key result areas being sought from each activity and their relevance to the organisation's strategic intent

- To represent the organisation and promote PeakCare’s policy positions and strategic objectives:
  - in relevant regional, state and national forums
  - with individuals, groups and organisations in the government, non-government and private sectors, and
  - in the public arena
- To represent the organisation in liaising and negotiating with, advocating and providing authoritative advice to, elected and government department officials, members, and other peak bodies, representative groups and stakeholders about matters relevant to the work undertaken by PeakCare
- To lead, co-lead or participate in various government or non-government initiated working parties, reference groups and other strategic forums and, where required, serving as a proxy for the Executive Director when required and permissible in accordance with each forum’s terms of reference
- To research and prepare written information for publication including briefing papers, fact sheets, discussion papers, submissions, reports and articles
- To implement, monitor and continuously improve systems, practices and procedures for the collection, collation, analysis and use of information and data for the purposes of:
  - under the direction of the Executive Director, providing advice to the PeakCare Board to inform its development, monitoring and regular reviews of the organisation’s strategic plan
  - in liaison with other members of the Senior Leadership Team, informing the development, implementation and regular review of the organisation’s operational plan and, where required, the supervision of staff members involved in developing detailed 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 complex project, risk management and event plans
  - maintaining the organisation’s International Organisation for Standardisation (ISO) accreditation including the coordination of all activities undertaken in preparing for, participating in and responding to the findings of accreditation audits, and
  - maintaining a schedule for regularly reviewing, in consultation with staff members, the organisation’s operational policies and procedures, and where required, amending policy statements (for approval by the PeakCare Board) and/or the associated procedures (for approval by the Executive Director)
- To exercise managerial control in planning, coordinating, regularly reviewing and, where applicable, evaluating and reporting on the organisation’s activities and projects (both internally and externally to other entities such as funding bodies) including the:
  - development of appropriate methodology

- use of critical analysis and professional problem-solving
  - application of proven policy analysis and development techniques
  - incorporation of strategies for the engagement and involvement of PeakCare Members and other relevant interest groups and stakeholders, where appropriate, and
  - where relevant, the management of any agreements or contractual arrangements entered into with contractors, consultants or other entities
- 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 prepare budgets relevant to both the organisation ‘as a whole’ and specific time-limited projects, in association with and for approval by the Executive Director
  - To implement, monitor and continuously improve systems, practices and procedures for:
    - the recruitment, selection and appointment of persons to positions reporting to the Director, PeakCare Services
    - the supervision and facilitation of professional learning and development opportunities for staff members reporting to the Director, PeakCare Services in a manner that mutually benefits individual staff members and the organisation’s maintenance of a competent and capable workforce
    - performance appraisals and management of staff members reporting to the Director, PeakCare Services, and
    - engaging staff members within their respective areas of responsibility and as a collective in contributing to a workplace culture that is actively committed to continuous quality improvement
  - To develop, monitor, regularly review and exercise oversight of the administration of tenancy agreements in relation to the ‘sub-letting’ of sections of the PeakCare office
  - To perform other duties associated with the administration and delivery of PeakCare’s services, as directed by the Executive Director

## Selection criteria

1. Demonstrated exemplary specialist and technical 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, analysing and developing policy positions that are of a complex and significant nature
3. 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
4. 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
5. Demonstrated exemplary proficiency in independently:
  - managing projects of a complex and significant nature within budgetary constraints
  - 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
6. Proven exemplary proficiency in operational management of a work unit comprising multiple occupational groups performing diverse roles and in exercising a leadership role as a member of a senior leadership team
7. Proven proficiency in managing or coordinating quality improvement processes including the attainment and maintenance of International Organisation for Standardisation (ISO) accreditation (or similar accreditation)



## Application details

Applicants must address the selection criteria.

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

### Further information:

Further information is available by contacting Thomas Allsop, A/Executive Director, PeakCare Qld on:

Mobile: 0499 014 656

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

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

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