



# POSITION DESCRIPTION

**Directorate:** Health and Community Services Directorate

**Division:** Children Youth and Families

**Business Unit:** Clinical Services and Practice Assurance (CSPA)

**Position Title:** Director, Capability Development

**Position Number:** P25334

**Classification:** Child and Youth Protection Practitioner 5 (CYPP5)

**Location:** 220 London Circuit, City

**Last Reviewed:** April 2025

## DIRECTORATE OVERVIEW

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The Health and Community Services Directorate (HCSD) delivers a broad range of health and human services to support the wellbeing of the ACT Community and ensures our public health system meets the community's needs, now and into the future. HCSD provides strategic leadership on policy and population health direction for the ACT health system, ensuring services are innovative, effective, and responsive to community needs.

Alongside health strategy, HCSD is responsible for a range of human services including multicultural affairs, services for older people, housing, women's initiatives, family and domestic violence and homelessness services, and support for children, youth, and families. The Directorate also leads community disaster recovery and Aboriginal and Torres Strait Islander engagement.

HCSD is an inclusive employer where all people are respected and valued for their contribution. We strongly encourage and welcome applications from Aboriginal and/or Torres Strait Islander people, People with Disability, people from culturally and linguistically diverse backgrounds, veterans, mature age workers and lesbian, gay, bisexual, transgender, intersex and queer (LGBTIQ) people

## DIVISION OVERVIEW

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Children, Youth and Families (CYF) is a division of the Community Services Directorate. CYF works in partnership with the community to protect children and young people from being harmed and from harming others. CYF also works in partnership with families, carers and community agencies to ensure children and young people are safe and achieve the best possible life outcomes.

Next Steps for Our Kids 2022-2030 captures a vision for an ACT child protection system which places the needs of children and young people at the centre of its mission and prioritises their best interests as the paramount consideration in decision making.

Children, Youth and Families Division (CYF) deliver a family services model that integrates family support and targeted prevention with statutory interventions and out of home care (OOHC). The model ensures effective supports for children and young people are in place and enhances our response to work with Aboriginal and Torres Strait Islander families and communities.

This model drives greater focus on targeted prevention programs, and specialised adolescent services that acknowledge the unique needs of young people engaged, or at risk of engaging with the youth justice system.

Children, Youth and Families Division will steward the new system across all government, non-government and other key stakeholders to achieve these results for the ACT.

## **BUSINESS UNIT OVERVIEW**

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The Clinical Services and Practice Assurance (Chief Practitioner) (CSPA) branch is responsible for leading practice improvement and the development of clinical support services across child protection and youth justice services for ACT children and young people and their families.

The branch will develop workforce systems and service offerings, whilst driving continuous improvement and practice uplift. Service provision conducted in line with the *Children and Young People Act 2008*, and ongoing ACT Government reform to shift to a multi-agency, family support practice model.

The CSPA branch will also lead critical partner and stakeholder relationships to deliver an effective family support response across child protection and youth justice sectors, including the Human Rights Commissioner, Public Advocate, the Aboriginal and Torres Strait Islander Children's Commissioner and the Human Services Registrar.

Capability Development is responsible for the management of Practice Leaders and Capability Development across both Child, Youth and Family Safety (CYFS) and Youth Justice and Adolescent Services (YJAS). Functions undertaken include identification of best practice and improvement of staff development, management, and delivery of training across CYFS and YJAS, liaison with external stakeholders and partners in relation to placements and external training.

## **POSITION OVERVIEW**

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The Director, Capability Development role is responsible for the management of Practice Leaders, Case Analysis and Capability Development for CYF. The position is responsible for the delivery of a cohesive and structured approach to the design, development and delivery of practice development initiatives for CYF staff. The position is responsible for delivering specific training, resources, a cultural development program, analysis and continuous improvement, tools and processes that embed organisational policy into practice. The role provides strong leadership and

implements improvement strategies to enable CYF to continue to grow capability to meet statutory obligations.

## **WHAT YOU WILL DO**

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The primary responsibilities for this position are:

- Research, identify, analyse and deliver the training and development requirements of CYF.
- Establish a cohesive, structured and sustainable approach to the design, development and delivery of new training and development programs for CYF.
- Lead the design, development and delivery of the Child and Family Safety and Support Services Cultural Development Program.
- Engages and communicates effectively with 'subject matter experts' and a diverse range of stakeholders to achieve the development of a wide range of practice development initiatives.
- Collaborate with colleagues to drive and embed change management strategies to promote continuous organisational improvement.
- Provide leadership and promote collaborative practice to facilitate improved outcomes for staff.
- Build a positive culture of feedback, reflective practice and learning by fostering a collaborative learning environment with CYF staff.
- Build staff knowledge across CYF through practice development and training and leadership of the practice leaders.
- Model behaviours consistent with, and promote the ACT Government's Respect, Equity and Diversity Framework, and the ACT Public Service Code of Conduct, Values and Signature Behaviours
- This position does involve direct supervision of staff.

## **WHAT YOU REQUIRE**

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The following capabilities form the criteria that are required to perform the duties and responsibilities of the position.

### **Professional / Technical Skills and Knowledge**

1. Demonstrated experience leading teams providing practice development for staff working with children, young people, and families that have a high level of vulnerability and complexity, in a social work/case management role; and experience working with Aboriginal and Torres Strait Islander families and communities, to support positive outcomes for children, young people, families and communities.

2. Exceptional communication (written and oral), negotiation and problem-solving skills, including the ability to sensitively engage with a broad range of people including people from different cultural backgrounds, Aboriginal and Torres Strait Islander peoples, key stakeholders with ability to communicate complex matters clearly and succinctly.
3. An extensive understanding of relevant legislation, policies, practice frameworks underpinning the core responsibilities and principles of children and youth protection and youth justice practice and demonstrated skill in embedding that in practice

### **Behavioural Capabilities**

4. Proven ability to maintain effective working relationships (including with stakeholders) to achieve positive outcomes and to provide clear, concise and considered advice at a senior level.
5. Demonstrated experience coaching and mentoring staff to achieve best practice with children, young people and families.
6. Works efficiently through complex challenges in a challenging environment to achieve outcomes.

### **Compliance Requirements / Qualifications**

- Relevant tertiary qualifications in Social Work, Psychology or related discipline and equivalent work experience in child protection and/or youth justice is essential.
- At least five (5) years of practical experience working with children, youth and/or families in a social work/case management role, and/or experience working with Aboriginal and Torres Strait Islander families and communities.
- As this role will support staff working with Aboriginal and Torres Strait Islander families and young people, cultural awareness, and capacity to work with Aboriginal and Torres Strait Islander people is highly desirable.
- Experience in preparation and delivery of online and or face to face training modules is essential.
- Relevant tertiary qualifications and experience in project management, change management or related discipline and or Expertise in the use of ICT business systems and applications used to develop training modules is desirable is desirable.
- Background / Security clearance checks will be conducted.
- Driver's license (C class) is essential.
- This position does require a pre-employment medical.
- This position does require a Working with Vulnerable People Check.

## WORK ENVIRONMENT DESCRIPTION

The following work environment description outlines the inherent requirements of the role and indicates how frequently each of these requirements would be performed. Please note that ACTPS is committed to providing reasonable adjustment and ensuring all individuals have equal opportunities in the workplace.

ADMINISTRATIVE	FREQUENCY
Telephone use	Frequently
General computer use	Frequently
Extensive keying/data entry	Occasionally
Graphical/analytical based	Frequently
Sitting at a desk	Frequently
Standing for long periods	Occasionally
Designated workstation	Never

STANDARD HOURS	FREQUENCY
Flexible working hours (access to flex time)	Occasionally
Expected to work extensive hours over a significant period due to the nature of the duties	Occasionally
Access to Accrued Days Off (ADO's)	Never
Peaks and troughs	Occasionally
Frequent overtime	Occasionally
Rostered shift work	Never

SOCIAL DEMANDS	FREQUENCY
Work with others towards shared goals in a team environment	Frequently
Work in isolation from other staff (remote supervision)	Occasionally
Working in a call centre environment	Never
Working directly with the public	Occasionally

PHYSICAL DEMANDS	FREQUENCY
Distance walking (large buildings or inter-building transit)	Occasionally
Working outdoors	Never

MANUAL HANDLING	FREQUENCY
Lifting 0 – 5kg	Occasionally
Lifting 5 – 10kg	Occasionally
Lifting 10kg+	Never
Climbing	Never
Reaching	Never
Bending/squatting	Occasionally
Push/pull	Occasionally
Sequential repetitive movements in a short amount of time	Never

<b>TRAVEL</b>	<b>FREQUENCY</b>
Frequent travel – multiple work sites	Occasionally
Frequent travel – driving	Occasionally
Frequent travel – interstate	Never

<b>SPECIFIC HAZARDS</b>	<b>FREQUENCY</b>
Working at heights	Never
Exposure to extreme temperatures	Never
Operation of heavy machinery e.g. forklift	Never
Confined spaces	Never
Excessive noise	Never
Low lighting	Never
Handling of dangerous goods/equipment	Never
Working with asbestos	Never
Potential to encounter agitated customers	Occasionally
Exposure to potentially distressing case material	Frequently

<b>OTHER</b>	<b>FREQUENCY</b>
Uniform required	Never
Personal Protective Equipment (PPE) required	Never