



POSITION DESCRIPTION

Directorate: Health and Community Services Directorate

Position Number: P67920

Division: Children Youth and Families

Classification: Senior Officer Grace C (SOG C)

Business Unit: Information Resources and Referrals

Location: 220 London Circuit, Civic

Last Reviewed: August 2026

Position Title: Assistant Director, Placements

DIRECTORATE OVERVIEW

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

Children, Youth and Families (CYF) is a division of the Health Community Services Directorate. It 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 (Next Steps) 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.

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.

BUSINESS UNIT OVERVIEW

The Information Resource and Referral Branch is a central unit that supports a range of activities across the Child and Family Safety and Support Services Branch and the Youth Justice and Adolescent Services Branch.

The unit is a business partner to the operational branches to support access to high quality information and “right fit” services for children, young people and families across the child and family service system. This is an area where innovative and creative options for delivery of service and support options will be incubated and tested to create an effective and agile service system.

The unit currently comprises three main service areas consisting of eight teams:

- Assessment and Permanent Care
- Care Planning and Support
- Placement and Referrals

The diverse remit of the unit means there is a strong focus on establishing effective stakeholder engagement and working collegiately across the whole service system to support positive outcomes

The Placements and Referrals team within Information Resources and Referral is a key function and has responsibility to advise on available service and support that align to the presented and stated needs of families and individuals. The aim of the service is to provide referral consultation and coordination support to practitioners via a single point of access. The service will work collaboratively with its business partners across the service sector to build referrals pathways, progress requests in a timely manner and provide co-ordination and support for complex matters and alternative care arrangements.

POSITION OVERVIEW

The Assistant Director role (Placements) provides enabling functions for operational staff to access suitable family or community options and facilitates appropriate placements for children and young people who cannot continue residing with their families.

The role is responsible for maintaining professional relationships with the out of home care (OOHC) sector and on-going development of quality placements, by providing strong leadership and ensuring the Placements Team deliver outcomes that support a continuum of care for our clients whilst meeting our statutory obligations.

The role works collaboratively and flexibly within the Placement and Referrals Service, and at times duties will encompass the needs of the whole unit.

WHAT YOU WILL DO

In conjunction with the Director (Placements), you will:

- Work with CYF Practitioners and OOHC agencies to ensure implementation of operational policy and procedures regarding placements in compliance with the *Children and Young People Act 2008*, the recommendations from the *Our Booris Our Way* report, and the Aboriginal and Torres Strait Islander Child Placement Principles.

- Manage a small team, including the coordination and management of workflow, resource management, staff supervision and development.
- Engage and liaise with a range of internal and external stakeholders including community agencies, government services, legal representatives, courts and tribunals, and represent CYF and the CSD as required, with a view to promoting and supporting culturally safe and inclusive practice-
- Provide high level support to Placements Director and CYF Panels related to placements and OOHC to ensure informed decision-making regarding children and young people in care.
- Lead input into the planning of individual support packages for children and young people with high and complex needs being placed in OOHC, facilitating the right services at the right time, inclusive of NDIS, and ensure that all children who enter OOHC have appropriate documentation that has been provided to relevant parties to ensure the provision of care and support prior to entering any OOHC placement.
- In partnership with CYF Practitioners and OOHC agencies undertake regular reviews of children and young people in residential placements to ensure proper planning is in place to assist the transition of children and young people into permanent/long term care arrangements.
- Manage the risk assessment and mitigation of all children and young people entering OOHC placements. Proactively collaborate with community partners to identify and manage risks to children and young people entering or placed in OoHC as well as service delivery risks. Facilitate internal coordination of all relevant areas to problem solve, engaging executive, as appropriate.
- Work in accordance with and uphold the ACT Public Service Values and Signature Behaviours, ACT Government's Respect, Equity and Diversity Framework and the Directorate's Work Health and Safety System.
- This position may involve direct supervision of staff.

WHAT YOU REQUIRE

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 well-developed communication (verbal and written), liaison, negotiation, and interpersonal skills demonstrating the ability to communicate sensitively and effectively with Aboriginal and Torres Strait Islander peoples and other key stakeholders in government and the community.
2. A comprehensive understanding of and ability to embed in practice, the relevant legislation and role specific policies underpinning the core responsibilities and principles of Child and Youth Protection and/or MACR/Youth Justice.
3. Demonstrated experience in working in the placement of children and young people in out of home care services including risk management, informed decision making and contributing to the development of individual support packages for children and young people with high and complex needs.

Behavioural Capabilities

4. Proven high-level organisation and planning skills, with the ability to adapt to change, manage complex matters, anticipate, and manage emerging requirements. Ability to manage competing priorities and consistently and efficiently meet strict timeframes in a fast-paced dynamic environment.
5. High level stakeholder engagement and collaboration skills, demonstrating the ability to engage and manage positive relationships with internal and external stakeholders, including a demonstrated ability to manage sensitive issues with integrity, to facilitate outcomes that meet the needs of a diverse organisation.
6. Employs and role models effective self-management and leadership of staff to work both independently and effectively within a team environment to professionally deliver a service and promote a resilient work culture in a dynamic environment.

Compliance Requirements / Qualifications

- Relevant tertiary qualifications in Social Work, Psychology, Social Welfare, Social Science or a related discipline, are desirable but not essential.
- At least 3 years practice experience working with children, young people and their carers or families is essential.
- Prior to commencement, the successful candidate will be required to undergo a pre-employment National Police Check
- This position requires a Working with Vulnerable People Check. Prior to commencing in this role, a current registration issued under the Working with Vulnerable People (Background Checking) ACT 2011 will be required. For further information on Working with Vulnerable people registrations, refer to Access Canberra.
- Driver's license Class C is essential.
- As the successful candidate will work with, or is likely to work, with Aboriginal and Torres Strait Islander families and young people, cultural awareness, the capacity to work with Aboriginal and Torres Strait Islander people is highly desirable for this position.

WORK ENVIRONMENT DESCRIPTION

The following work environment description outlines the inherent requirements of the role of Assistant Director (Placements) 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	Occasionally
Sitting at a desk	Frequently
Standing for long periods	Occasionally
Designated workstation	Occasionally
STANDARD HOURS	FREQUENCY
Flexible working hours (access to flex time)	Occasionally
Fixed or specified start/finish times	Frequently
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)	Never
Working in a call centre environment	Never
Working directly with the public	Frequently
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	Never
Push/pull	Never
Sequential repetitive movements in a short amount of time	Never
TRAVEL	FREQUENCY
Frequent travel – multiple work sites	Occasionally

Frequent travel – driving	Occasionally
Frequent travel – interstate	Occasionally

SPECIFIC HAZARDS	FREQUENCY
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

OTHER	FREQUENCY
Uniform required	Never
Personal Protective Equipment (PPE) required	Never