



ACT
Government

Health and Community Services

POSITION DESCRIPTION

Directorate: Health and Community Services
Directorate

Division: Inclusion

Business Unit: Support Services for Children

Position Title: Thriving Kids Implementation
Officer

Position Number: P72018

Classification: Health Professional Officer 6
(HP6)

Location: Hybrid/rotation between the Child
Development Service and Child and Family
Centre's (Gungahlin, Tuggeranong and
Belconnen)

Last Reviewed: July 2026

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

Inclusion division comprises five branches/teams and works to strengthen community connections and participation opportunities for all Canberrans, including those from culturally diverse backgrounds; people with disability; young people; women; seniors; and veterans. The division facilitates engagement between the community and government, including in the social recovery space, and enhances the capacity of the community sector through a variety of support and development activities.

The division is also responsible for early support and intervention of children and their families including through case management, referral and assessment for children who may be experiencing concerns with development or who may need targeted services due to other vulnerabilities. The division provides the Territory's publicly funded Autism Spectrum Disorder

Assessment Service, as well as the Child and Young Person Equipment Loan Scheme.

The division fosters an inclusive culture through its grants programs and recognises the contributions of the ACT community through events, awards, ceremonies, and communications campaigns. Its core responsibilities include program evaluation and design; program delivery; service delivery; grants, awards and events; delivery and monitoring of action plans; Ministerial advisory committees and councils; sector communications and engagement; early intervention and support for children and families; and autism spectrum disorder assessments.

BRANCH OVERVIEW

The Support Services for Children branch provides early intervention and prevention services for children, young people and their families, and services to children with developmental delays. The branch manages the three Child and Family Centres (CFCs) and the Child Development Service. CFCs provide a range of universal and targeted services based on the needs of children and their families. The Child Development Service provides assessment, referral, information and linkages for children 0-6 years where there are concerns relating to their development. It assists families with concerns about a child developing skills slower than peers in areas such as speech and language, movement, hand skills, self-care, and social development. The service provides autism spectrum disorder assessments for children aged up to 12 years.

Support Services for Children is committed to protecting and promoting the rights, safety and wellbeing of children and young people.

As part of our commitment to being a child safe organisation, we actively engage with and value children and young people to create environments where their rights, safety, and wellbeing are at the centre of our values and actions. We genuinely promote the cultural safety and inclusion of all children and young people, including by respecting and valuing the diverse and unique identities and experiences of Aboriginal and Torres Strait Islander children and young people.

We strive to create conditions that reduce barriers for children, young people, and families with diverse needs, reduce the likelihood of discrimination, increase the likelihood that risks to children and young people will be identified; and ensure that concerns, allegations and disclosures are responded to and reported promptly. We take a zero-tolerance approach to discrimination, child abuse, and any actions that contravene the human rights of children and young people.

POSITION OVERVIEW

The Thriving Kids Implementation Officer is responsible for providing strategic leadership for the implementation of Thriving Kids (TK) initiatives across Child Development Service (CDS) and Child and Family Centres (CFCs). This includes overall coordination of the key change management activities required to create service alignment and successfully embed TK within the current service landscape. Key activities include development of new service model pathways and demand management processes, information sharing, data collection and consistency of reporting across services and development of supporting materials including staff consultation. In collaboration with senior leaders CDS and CFC's, oversee the development of new policies, procedures and other artifacts to adapt current service delivery including the selection and implementation of best practice therapeutic interventions in consultation with clinical staff.

WHAT YOU WILL DO

Under broad direction of the Executive Branch Manager responsibilities include, but are not limited to, the following:

- In close collaboration with the Disability Reform Taskforce (DRT), lead the implementation of TK navigation and Targeted Supports within the new early intervention service delivery landscape.
- In collaboration with CDS and CFC leadership, motivate and engage staff in the development and embedding of workforce and service models that deliver best practice responsive services, in compliance with the TK Bilateral Agreement and TK Implementation Plan and relevant legislation, policies and procedures.
- Build and maintain strong relationships with a range of internal and external stakeholders including staff, government services and community sector providers to promote streamlined referral and access pathways for the new TK service model.
- In collaboration with CDS and CFC leadership, drive and embed effective change management strategies to implement TK service supports and promote continuous service improvement.
- Design service policies and processes that are culturally safe and support priority access to navigation and Targeted Supports to meet the needs of Aboriginal and Torres Strait Islander Children, families and kin.
- Work with CDS and CFC leadership to develop consistent processes to deliver high quality data collection and reporting for internal and external bodies.
- Undertake other duties appropriate to this level including supervision to senior staff as determined through the Thriving Kids Implementation Plan and Service Model.

WHAT YOU REQUIRE

The following capabilities form the criteria that are required to perform the duties and responsibilities of the position. Please write to these capabilities in your application.

Professional / Technical Skills and Knowledge

1. Demonstrated experience providing strategic leadership, organisational change management, and clinical and operational governance to deliver high-quality allied health services and improved outcomes for children and families.
2. Proven experience designing, implementing, and evaluating allied health services, using evidence-based practice and continuous improvement methodologies to enhance service quality, effectiveness, and client outcomes.
3. Highly developed critical thinking and analytical skills, with the ability to manage complex work, provide clear and considered advice, manage competing priorities, and deliver high-quality outcomes.
4. Demonstrated ability to lead and influence multidisciplinary teams, build and sustain productive relationships with internal and external stakeholders, and foster collaboration to achieve organisational objectives and improved service outcomes.

5. Proven experience in Aboriginal and Torres Strait Islander service design and delivery

Behavioural Capabilities

6. Excellent written and oral communication, negotiation, and problem-solving skills, and the ability to sensitively liaise with a broad range of people including people from different cultural backgrounds.
7. Demonstrated ability to work collaboratively and provide professional leadership within complex, multidisciplinary and cross-organisational environments, contributing to shared objectives and system-level outcomes.
8. Consistently models behaviours aligned with the ACT Public Service Values of Respect, Integrity, Collaboration and Innovation, including accountability, professionalism and a commitment to continuous improvement

Compliance Requirements / Qualifications

Essential qualifications and experience

- Tertiary qualification in a relevant allied health profession and eligible for registration by the relevant national Board, or eligible for membership of the relevant professional association.
- This position requires a pre-employment National Police Check.
- This position requires a Working with Vulnerable People Check.

Highly Desirable

- Demonstrated experience providing strategic leadership and operational oversight of service architecture and service reform.
- Demonstrated experience in embedding clinical governance and best practice service models.
- Current Australian Drivers licence
- Well-developed understanding of early intervention and/or disability/ relevant lived experience.

WORK ENVIRONMENT DESCRIPTION

The following work environment description outlines the inherent requirements of the role of Thriving Kids Implementation Officer, HPO 6 (position number P72018) 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	Frequently

Graphical/analytical based	Frequently
Sitting at a desk	Frequently
Standing for long periods	Never
Designated workstation	Occasionally

STANDARD HOURS	FREQUENCY
Flexible working hours (access to flex time)	Frequently
Fixed or specified start/finish times	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	Frequently
Frequent overtime	Never
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	Frequently
Lifting 5 – 10kg	Never
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	Frequently
Frequent travel – driving	Occasionally
Frequent travel – interstate	Never

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