

Service Operations Coordinator

STATEMENT OF DUTIES

MAY 2025

Number	979958
Portfolio	Child Safety and Youth Justice Operations
Branch	Services for Children, Young People and Families
Section/Unit/School	N/A
Supervisor	Regional Manager Child and Family Support Services
Award/Agreement	Health and Human Services Award / Allied Health Professionals Public Sector Union Wages Agreement No. 2 of 2022
Classification	Allied Health Professional, Level 4
Employment Conditions	Permanent, Full-time 76 hours per fortnight, 52 weeks per year including 4 weeks annual leave.
Location	Statewide
Check Type	Annulled
Check Frequency	Pre-employment

Context

Services for Children, Young People and Families provides holistic, community-based support for children, young people, and their families. This unit focuses on integrated service delivery across child safety, family support, community youth justice and youth services to ensure trauma-informed, child-centred care with relationships at the centre. Key responsibilities include regional child safety, family support and youth services, and statewide services and programs, including the Advice and Referral Line and the After-Hours Service. The unit aims to deliver a continuum of care that upholds the rights, safety and wellbeing of children, young people and their families. This includes early intervention and support, assessment and safety planning, coordinated care planning and case

management, family restoration, supporting children and young people in care and / or on guardianship or youth justice orders, to ensure that children, young people and their families receive the necessary support to be safe and thrive within their communities.

Primary Purpose

The Service Operations Coordinator provides operational and workforce support to the Regional Manager Child and Family Support Services, ensuring effective service delivery across their designated region. The role leads recruitment and establishment processes, supervises key staff, and supports workplace health and safety, governance, and stakeholder liaison activities. It plays a key part in service continuity and leadership, workforce stability, continuous improvement, and the coordination of operational and resource-related functions.

Level of Responsibility/Direction and Supervision

The Service Operations Coordinator operates with professional independence, with broad direction provided by the Regional Manager Child and Family Support Services and will make autonomous decisions within the context of the key functions of the role.

The role is accountable for effective resource management, ensuring that all operational functions are coordinated and delivered efficiently to support optimal service delivery.

Upholding the rights and safety of children and young people, ensuring compliance with agency policies, and maintaining ethical and lawful decision-making practices.

All employees within the Child Safety and Youth Justice Operations Portfolio are required to participate in an annual Performance Development Plan (PDP) in collaboration with their direct supervisor. The PDP will define, monitor, and report on service performance indicators aligned with the strategic objectives relevant to the employee's classification level and role.

Employees who act in the capacity as a *supervisor* and who have direct reports are also expected to lead the PDP process for their respective team members, ensuring alignment with organisational goals and fostering a culture of continuous improvement

It is the responsibility of the occupant to actively participate, promote and model behaviours which are consistent with the Department's commitment to the safety, wellbeing and rights of children and young people. This includes upholding the rights of children and young people, and the prevention, identification and reporting of child abuse and behaviours which are not compliant with the Child and Youth Safe Organisations Standards or consistent with the Department's values.

The occupant is responsible for complying with all Agency policies and procedures, including those relating to fraud and corruption control, record management, confidentiality, conduct and behaviour, mandatory reporting, education, training and assessment.

The Department has a range of delegations across the operational portfolio's which include Finance, People Services and Support (HR) and Facilities. The occupant is responsible for

ascertaining the delegations that are assigned to these duties and is expected to exercise any applicable delegations prudently and in accordance with a range of Acts, Regulations, Awards, administrative authorities and functional arrangements.

In the delivery of the department's activities, the occupant must ensure that:

- Within the occupant's area of organisational responsibility, appropriate strategies are in place to minimise the risk of fraud; and
- Decisions and actions are made ethically and with integrity, on the basis that such is lawful and reasonable, based on an objective standard; and
- Decisions and actions promote a culture that upholds the rights of children and young people, to keep them at the centre of the Department's work and protect them from harm.

Primary Duties

1. Support the Regional Manager/s in their designated region to manage and lead the day-to-day operations and strategic planning of regional child and family support services, ensuring effective resource management and coordinated delivery of operational functions for optimal service delivery.
2. Provide direct and group supervision to identified staff, supporting performance planning and professional development in alignment with advice from the Office of the Chief Practitioner.
3. Lead incident reporting, maintain the service risk register, and implement safety mitigation processes.
4. Liaise with internal and external stakeholders to manage transitions, complex care coordination, and interagency collaborations for integrated, child centred service delivery.
5. Coordinate end-to-end recruitment activities across the service, including vacancy forecasting, induction, return-to-work, and onboarding support, ensuring effective deployment of resources.
6. Coordinate the University of Tasmania Social Work Program placement coordination and arrange appropriate supervision within their service.
7. Oversee rostering, deployment of the Support Worker pool, and facility-related matters to ensure efficient operations and effective resource utilisation.
8. Develop and review operational procedures, contribute to policy, and implement initiatives to improve service consistency and safety.

9. The incumbent can expect to be allocated duties, not specifically mentioned in this document, that are within the capacity, qualifications and experience normally expected from persons occupying positions at this classification level.
10. In accordance with the Work Health and Safety Act 2012 the incumbent will actively participate in and contribute to the maintenance of safe working conditions and practices, including the development and implementation of improvement initiatives, safeguarding practices and all mandatory training requirements.

Selection Criteria

The following specific selection criteria must be addressed by candidates. The nominated position objective and duties contained in this statement of duties must also be used to assist in the interpretation of these selection criteria.

1. Demonstrated experience in managing operational systems, workforce support, or service delivery within health, human services, or child safety settings.
2. Proven skills in coordinating recruitment, supervising staff, and overseeing induction processes effectively.
3. Strong understanding of compliance requirements and risk management processes in operational environments.
4. Excellent skills in collaboration, communication, and representation in interagency or governance forums.
5. Demonstrated ability to develop policies, lead operational improvement initiatives, and apply systems thinking for high-quality service delivery.
6. A demonstrated capacity to commit to the Department's values, with the ability to apply them through individual behaviours and actions.

Requirements

Registration/licences that are essential requirements of this role must remain current and valid at all times whilst employed and the status of these may be checked at any time during employment. It is the officer's responsibility to advise the Department if there is any change to the status of a registration/licence. This includes notifying the Department of any new criminal charges or convictions and/or if a registration/licence is revoked, cancelled or has conditions applied.

Essential

- Current Tasmanian Registration to Work with Vulnerable People (Registration Status – Employment)

- Satisfactory completion of an approved allied health professional tertiary qualification/program of study and registered with the relevant National Board or, in the case of self-regulated allied health professions, eligible for membership with the relevant professional association
- The Head of the State Service has determined that the person nominated for this job is to satisfy a pre-employment check before taking up the appointment, on promotion or transfer. The following checks are to be conducted:
 - 1 Conviction checks in the following areas:
 - a) crimes of violence
 - b) sex related offences
 - c) serious drug offences
 - d) crimes involving dishonesty
 - e) serious traffic offences
 - 2 Identification check
 - 3 Disciplinary actions in previous employment check

Desirable

- Experience working in child safety, youth justice, or family support service environments.
- Qualification in public administration, management, human services, or a related field.
- Driver's Licence

Working within the Department for Education, Children and Young People



Connection



Courage



Growth



Respect



Responsibility

Our values of **Connection, Courage, Growth, Respect, Responsibility** represent the foundation of our Department's culture and guide us in all that we do to ensure **Bright lives. Positive futures** for every child and young person in Tasmania.

We bring our values to life through our everyday behaviours and actions. We want to attract, recruit and retain people who uphold these values and are committed to building a strong values-based culture.

Our Department is committed to building inclusive workplaces and a workforce that reflects the diversity of the community we serve. We do this through a culture that ensures everyone is respected and has equal access to opportunities and resources. We recognise and respect individual differences as well as people's career path, life experiences and education, and we value how these differences can have a positive influence on problem solving, team dynamics and decision making within our organisation.

We are committed to providing a safe workplace for all employees and have zero tolerance to all forms of violence, including child abuse and harm. The Department is a smoke-free work environment, and smoking is prohibited in all State Government workplaces, including vehicles and vessels.

Employment within the Department is governed by the *State Service Act 2000*. All employees are responsible for ensuring that the standards of behaviour and conduct specified in the State Service Principles and Code of Conduct are adhered to. All employees are expected to act ethically and with integrity in the undertaking of their duties. Employees who breach the code of conduct may have sanctions imposed.

The State Service Principles and Code of Conduct are contained in the *State Service Act 2000* and can be found on the State Service Management Office website at <http://www.dpac.tas.gov.au/divisions/ssmo> together with Employment Direction No. 2 *State Service Principles*. All employees must read these and ensure they understand their responsibilities.

All employees are expected to utilise information management systems in a responsible manner in line with the DECYP Condition of Use policy statement located at [Department for Education, Children And Young People: Information technology policies](#)

Commitment to Children and Young People

This is a Department built entirely for children, young people and their communities. Our ultimate goal is to work together to ensure that every child and young person in Tasmania is known, safe, well and learning. The child is at the centre of everything we do, and the way we do it.

The Department is committed to providing a culturally safe environment which upholds the safety and wellbeing of all children and young people in Tasmania. The Department's Safeguarding Framework, *Safe. Secure. Supported.* underpins this commitment.

All employees must demonstrate and model behaviours which value and respect children and young people, show a commitment to child safety and wellbeing, and display an understanding of the developmental needs of children and culturally safe practices relevant to their position.

APPROVED BY PSS DELEGATE: SM 28/05/2025

Request:

Date Duties and Selection Criteria Last Reviewed: SM 28/05/2025
