



<b>Position title</b> Program Manager (Model of Care)		<b>Position number</b> 017513
<b>Classification level</b> Level 8	<b>Award/Agreement</b> PSA 1992 / PS CSA Agreement	<b>Effective date</b> October 2025
<b>Division and Directorate</b> Corrective Services Young People Directorate	<b>Branch</b> Strategy and Operational Support	<b>Location</b> Perth CBD

Mission	Principles	Values
<ul style="list-style-type: none"> <li>A fair, just and safe community for all Western Australians</li> </ul>	<ul style="list-style-type: none"> <li>High performing and professional</li> <li>Ethical and accountable</li> <li>Trained, safe and supported</li> </ul>	<ul style="list-style-type: none"> <li>Respecting rights and diversity</li> <li>Fostering service excellence</li> <li>Being fair and reasonable</li> </ul>

## Reporting relationships

Responsible to:	017236	Class 1	Executive Director Strategy and Operational Support
<b>This position:</b>	<b>017513</b>	<b>Level 8</b>	<b>Program Manager (Model of Care)</b>
Direct reports:	016856	Level 6	Senior Project Officer

## About this position

The Young People Directorate (YPD) is solely focused on young people in the youth justice system. It delivers statutory services to young people in accordance with the Young Offenders Act 1994 and the Young Offender Regulations 1995. These services are delivered in the courts, community and detention centres.

The YPD is responsible for the safety, security and rehabilitation of young people both in the community and custody. Its core objective is to reduce reoffending among young people through services to divert young people away from the criminal justice system, programs and services for young people on orders in the community; and programs and services in custody.

The YPD is guided by the Young People Strategy 2025-2030, which is aligned with the broader Corrective Services Strategic Plan 2025-2030 however with a specific focus on young people. The Strategy includes the importance of diversion as the primary preferred intervention for young people and the implementation of the new model of care (MoC) for youth detention centres and across youth justice community.

The Program Manager (Model of Care) is responsible for leading the implementation of the Department's approved MoC for young people in custody and extending the MoC across youth justice community. It requires the incumbent to oversee multiple projects that deliver outcomes related to implementation of the MoC. At this level, the incumbent is expected to have considerable experience in project management, liaison and negotiation with stakeholders and clients with respect to complex technical issues. Client contact is both external and internal to the Department and work involves projects that require comprehensive development and creative solutions.

## Key deliverables – what this position involves

- Provide leadership, guidance and support across the YPD that enhances capability to deliver accountable and best practice custodial operations for young people, and youth rehabilitation services in custodial and community environments through the implementation of the MoC.
- Provide advice to the Young People Leadership Team on YPD custodial operations and youth rehabilitation services relevant to MoC.
- Contribute to the management, review, and implementation of the YPD's strategic and business plans including allocation of resources, and policies to deliver the MoC.
- Lead the development of integrated programs and services to reduce reoffending and improve reintegration and rehabilitation outcomes for young people in custodial and community environments to deliver successful outcomes aligned with the MoC.
- Support development of culturally safe and secure services across YPD for Aboriginal young peoples including enhancing partnerships with Aboriginal Community Controlled Organisations (ACCOs) and Aboriginal Elders and community leaders.
- Lead consultation and collaboration with internal and external stakeholders and the community on sustainable initiatives to improve the effective management, re-integration and rehabilitation of young people in the justice system via a throughcare approach aligned with the MoC.
- Demonstrate a commitment to adhere to the Department's Code of Conduct, Public Sector Commission's Ethical Foundations and Equal Employment Opportunity legislation
- Demonstrates the expected behaviours of the context for this role
- Other duties as required in accordance with strategic objectives, business plans, local workload priorities and performance management plans.

## Leadership context – our expectations of you

We believe all our people are leaders irrespective of their role. We consider this as critical to our success and, to support this, we have adopted [Leadership Expectations](#) which provides a common understanding of the mindsets and expected behaviours required of all our employees and the public sector.

For this role, you will be someone who exhibits behaviours and mindsets within the leadership context of [Leading Leaders](#).

Essential selection criteria – what you need to bring to this role	
<b>1 Role specific requirements</b>	<ul style="list-style-type: none"> <li>• Demonstrated high level project management skills and experience, involving the ability to: manage a variety of projects of a difficult and/or complex nature; prepare project plans; manage service contracts; and manage resources, including staff, to achieve outcomes</li> <li>• Extensive knowledge and experience in the implementation of system change.</li> </ul>
<b>2 Lead collectively</b> Seek and build key relationships, work together and focus on the greater good.	<ul style="list-style-type: none"> <li>• Considers the impact on others when making decisions.</li> <li>• Can translate and communicate objectives into strategic projects and key performance areas.</li> <li>• Builds relationships and leverages these to meet objectives.</li> <li>• Aligns goals and purpose across different teams; cross collaborates.</li> </ul>
<b>3 Think through complexity</b> Think critically, work with ambiguity and uncertainty, assess solutions and	<ul style="list-style-type: none"> <li>• Uses logical analysis to think through complexity and effectively differentiate essential and non-essential information.</li> </ul>

**Essential selection criteria – what you need to bring to this role**

<p>impacts, and take calculated risks.</p>	<ul style="list-style-type: none"> <li>• Summarises large volumes of data, extracting the essential information and translating this to target audiences.</li> <li>• Interrogates information from a wide array of sources and uses criteria to evaluate the merit of the information.</li> <li>• Identifies potential opportunities to mitigate risk and communicate them upwards.</li> </ul>
<p><b>4 Dynamically sense the environment</b> Be in tune with the political, social and environmental trends that impact the work; understand and recognise the needs of others and leverage relationships for desired outcomes.</p>	<ul style="list-style-type: none"> <li>• Considers solutions carefully and explores the wider impact of their decisions (for example, navigating social, political and economic challenges).</li> <li>• Intervenes early on issues and takes decisive action once the most viable solution is identified.</li> <li>• Communicates clearly and concisely and translates messages for target audience.</li> <li>• Recognises the importance of building professional networks and actively seeks to build relationships.</li> <li>• Resolves conflict, approaching crucial conversations with thoughtfulness, diplomacy, and confidence.</li> </ul>
<p><b>5 Deliver on high leverage areas</b> Identify priorities, pursue objectives with tenacity and be resilient in the face of challenges.</p>	<ul style="list-style-type: none"> <li>• Identifies and prioritises the most critical activities and assignments and continuously adjusts priorities.</li> <li>• Is open minded, explores innovative approaches and develops a culture of continuous improvement.</li> <li>• Anticipates needs and makes necessary and timely adjustments so the overarching outcome is achieved.</li> </ul>
<p><b>6 Build capability</b> Proactively develop others; share learning to promote efficiency and effectiveness; and champion diversity and inclusion.</p>	<ul style="list-style-type: none"> <li>• Sets stretch learning opportunities.</li> <li>• Models coaching practices to influence their leaders to focus on people development.</li> <li>• Engages in ongoing performance and feedback conversations.</li> <li>• Identifies capability gaps and actively works to resolve them.</li> <li>• Identifies talent and enables development opportunities.</li> </ul>
<p><b>7 Embody the spirit of public service</b> Display empathy, compassion, humility and integrity, and a genuine passion for the work; demonstrate a responsibility to Western Australians; and work in the interests of the public good.</p>	<ul style="list-style-type: none"> <li>• Demonstrates empathy, compassion, integrity and humility.</li> <li>• Displays insight into how their decisions impact others.</li> <li>• Understands the principles of good corporate governance.</li> <li>• Acts authentically as a leader with personal integrity and promotes respect and operates ethically.</li> </ul>
<p><b>8 Lead adaptively</b> Continuously seek to understand personal strengths and areas for improvement, be adaptive to change and adjust leadership style in different contexts.</p>	<ul style="list-style-type: none"> <li>• Seeks feedback from multiple sources and adapts behaviour and approach based on feedback.</li> <li>• Removes obstacles to change and works to achieve buy in.</li> <li>• Develops personal and professional goals.</li> <li>• Seek counsel from internal and external expert sources to fast track own learning.</li> </ul>

**Desirable selection criteria**

Not considered essential to perform the role but may contribute to the ability to undertake the role.

**9 Qualifications, knowledge and/or experience**

- Knowledge of, or experience in, managing issues relevant to young people involved in the youth justice system.
- Tertiary qualification in a relevant field.

**Special requirements, licenses, accreditations, and conditions**

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- The position holder must possess a current valid motor vehicle driving licence.
- This position is identified under Section 6 of the *Working with Children (Criminal Record Checking) Act 2004* as Child Related Work. Applicants must have a current Working with Children Check to be eligible for appointment to this position.
- The position holder may be required to participate in an on-call roster.

**HR Certification**

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