



Director, Service Planning and Coordination

Position number	00041523
Agreement	Award Free
Classification	DEANE
Reports to	Assistant Executive Director, Service Delivery
Direct reports	Manager, Service Allocation, Prioritisation and Coordination (Level 8) Manager, Service Planning and Contracts (Level 8) Manager, Swimming Water and Safety (Level 8) Lead School Psychologist (School Psychologist Level 5) Associate Principal, Service Planning and Coordination (School Administrator Level 4) Administrative Assistant (Level 2)

Context

The Department of Education's strategic directions outline the commitment for every child, from Kindergarten to Year 12, to have access to high quality education underpinned by excellence in teaching and quality leadership. This is an education that meets the needs of the learner preparing them for their next step into the workforce or further education.

The Statewide Services Division encompasses both school and system-facing service delivery models. While the Division primarily exists to support schools, it also has an important system facing role supporting strategy and policy development. The Division provides the services and supports required by schools to enable student achievement, with a focus on those students and schools that need it most.

Service Delivery is the key interface with schools. Its purpose is to plan, coordinate and deliver targeted services that support schools and regions to improve student achievement.

The Service Planning and Coordination Directorate enables the delivery of an integrated service to support schools to improve student achievement and educational outcomes, accessing subject matter experts as required. It also coordinates the provision of system-wide ancillary services and programs that complement and support student achievement.

As a Senior Executive Officer the position is expected to maintain, promote and model ethical practise and appropriate standards of conduct and behaviour that align with the values in the Department's Code of Conduct: integrity, equity, voice, truth-telling, teamwork, care and learning.

Visit education.wa.edu.au to find out more information about the Department of Education.

Key responsibilities

Leadership and Strategic Management

- Plan, implement and evaluate an integrated service model to help schools to improve educational outcomes and student achievement.
- Develop and maintain processes for the delivery of proactive and proportionate service and support to the education regions.
- Lead and oversee the provision of case coordination, consultancy, advice and response for complex student support requests.
- Manage and coordinate Requests for Assistance from schools, and assess and prioritise requests across service delivery areas.
- Develop and maintain a catalogue of services provided by Statewide Services to schools and regions.
- Provide strategic and high-level advice for informed decision-making by the Minister, Director General, Corporate Executive and senior management.
- Provide leadership and strategic advice to promote and support culturally responsive educational programs and practises that meet the needs of individual Aboriginal students, teachers and schools and reflect the expectations in the Aboriginal Cultural Standards Framework.
- Work collaboratively with Service Design and Support to analyse data to inform system strategies and the effective use of resources.
- Provide subject matter expertise as required by Service Design and Support.
- Work collaboratively with other teams within Service Delivery to allocate and resource service requests.
- Maintain, promote and model ethical practice and appropriate standards of conduct and behaviour that align with the values of the Department's Code of Conduct: integrity, equity, voice, truth-telling, teamwork, care and learning.
- Model the importance of health, safety and wellbeing and ensure compliance with the health and safety policies of the Department and the *Work Health and Safety Act 2020*.

Accountability and Quality Assurance

- Contribute to the development and maintenance of the Department's accountability framework, ensuring policies, frameworks and practices comply with and promote accountability for the delivery of support programs and services.
- Ensure services are aligned with the Departmental objectives agenda and comply with legislation and policies.
- Identify critical factors, current trends and emerging issues to lead, plan and prioritise innovative and realistic solutions that improve the delivery of services and support.
- Develop and implement governance and quality assurance processes within the Directorate.
- Respond to requests for ministerial and other Government requirements as appropriate.
- Foster best practice within the Directorate to enhance customer service to teachers, schools and individual students.

People Management

- Oversee effective employment processes, ensuring principles of equity and equal employment opportunity are adhered to at all times.
- Establish a leave management plan and manage employees' leave entitlements in accordance with relevant industrial Instruments and Departmental policy.
- Implement performance management, foster on-going professional development and ensure opportunities are provided which maximise staff capabilities to deliver quality educational and business outcomes.
- Provide strategic leadership supporting the health and wellbeing of Departmental staff.

Policy Development and Implementation

- Direct the development, implementation and review of policies and procedures covering the delivery of support services.
- Monitor and evaluate the effectiveness of policy and programs based on research and analysis of data and outcomes.
- Implement Government policies and priorities for education.

Community Relations

- Consult and provide accurate and timely information on service planning and coordination matters to stakeholders, unions, professional associations and national bodies.
- Initiate, promote, foster and maintain effective and responsive partnerships and links with key stakeholder and interest groups, including other Government departments.

Resource Management

- Develop and implement budget strategies that aim for maximum benefit from the various State and Federal funding sources for support programs and services.
- Provide quality input to the requirements for adequate resourcing for operations, ensuring the allocation of resources responds to identified needs.
- Oversee the service delivery budget to ensure expenditure is contained within required parameters.

Selection criteria

Shapes and manages strategy

- Inspires a sense of purpose and direction
- Focuses strategically
- Harnesses information and opportunities
- Shows judgement, intelligence and common sense

Achieves results

- Builds organisational skills and responsiveness
- Marshals professional expertise
- Steers and implements change and deals with uncertainty
- Delivers intended results
- Manages financial and physical resources in a constrained environment

Builds productive relationships

- Nurtures internal and external relationships
- Facilitates cooperation and partnerships
- Values individual differences and diversity
- Guides, coaches and develops people

Exemplifies personal integrity and self-awareness

- Demonstrates public service professionalism and probity
- Engages with risk and shows personal courage
- Commits to action
- Displays resilience
- Demonstrates self-awareness and a commitment to personal development

Communicates and influences effectively

- Communicates clearly
- Listens, understands and adapts to audience
- Negotiates persuasively.

Eligibility and training requirements

Employees will be required to:

- hold a recognised qualification in teaching and be currently registered or eligible for registration to teach in Western Australia
- consent to a Nationally Coordinated Criminal History Check and obtain a current Screening Clearance Number issued by the Department of Education's Screening Unit prior to commencement of employment
- obtain or hold a current Working with Children Check
- complete the Department's induction program within 3 months of commencement
- complete any training specific to this role required by Departmental policy
- complete the Department's training in Accountable and Ethical Decision-Making within 6 months of appointment and every 3 years thereafter
- complete the Department's Aboriginal and Torres Strait Islander cultural awareness online course within 3 months of commencement.

Certification

The details contained in this document are an accurate statement of the responsibilities and other requirements of the position.

DIRECTOR GENERAL

Signature M. Ledger

Date 9/13/24