



## Director, Service Planning and Coordination

<b>Position number</b>	00041523
<b>Agreement</b>	Award Free
<b>Classification</b>	DEANE
<b>Reports to</b>	Assistant Executive Director, Service Delivery (AEXDIR)
<b>Direct reports</b>	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](http://education.wa.edu.au) to find out more information about the Department of Education.

## About this position

This position is a member of the Senior Leadership team at Statewide Services with primary responsibility for service delivery to schools. The Director Service Planning and Coordination plays a central role in leading the improvement of services and supports to public schools in alignment with system strategies, directions and priorities.

The position leads and oversees the systems, processes and teams that ensure that requests for assistance that are received by schools are responded to in a timely, effective and streamlined manner. This involves the oversight and strategic leadership of requests for assistance, from schools including needs assessment, service prioritisations, service negotiation and sequencing, case coordination and monitoring of service outcomes.

The position also provides direction and strategic advice that ensures that Statewide Services leaders connect, tier and sequence services across services areas and expertise. This includes connecting with regional and external services as required. The position works across the six key service areas of quality teaching, curriculum implementation, student engagement, student wellbeing, positive behaviour and leadership to ensure that universal, targeted and intensive supports are coherent and accessible for schools.

## Leadership Context

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.

The leadership context for this role is **Multiple Area Leader**.

## Key responsibilities

- 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.
- Provides direction and strategic leadership and advice that ensures that Statewide Services leaders connect, tier and sequence services across services areas and expertise.
- 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.
- 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.
- Monitor and evaluate the effectiveness of policy and programs based on research and analysis of data and outcomes.
- Lead a workplace culture that supports the Department's values, delivery of strategic goals, employee development and ethical decision-making.
- 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*.

## Selection criteria

### Expected Behaviours

<p><b>Lead collectively</b> Seek and build key relationships, work together and focus on the greater good.</p>	<ul style="list-style-type: none"> <li>You actively create shared thinking across your business areas and domain of expertise</li> </ul>
<p><b>Think through complexity</b> Think critically, work with ambiguity and uncertainty, assess solutions and impacts, and take calculated risks.</p>	<ul style="list-style-type: none"> <li>You actively work to blend your strategy with other business areas in the agency and ensure it is aligned to the agency strategy.</li> </ul>
<p><b>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>You understand the patterns, trends and connections between situations and the impact of the issues.</li> </ul>
<p><b>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>You display a persistent drive to deliver short and medium term operational goals for your business areas and contribute to the improvement of the agency's systems, policies and procedures.</li> </ul>
<p><b>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>You are aware of the capability needs in your business areas and proactively build internal capability</li> <li>You understand your role and responsibility for creating a healthy culture in your business areas, contributing to a productive agency and sector culture.</li> </ul>
<p><b>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>You appreciate how your leadership style impacts your areas and its people, taking reasonable efforts to inspire confidence.</li> </ul>
<p><b>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>You demonstrate comfort with change, and willingly revise your work methods and processes to support continuous improvement for your business areas.</li> </ul>

## 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 \_\_\_\_\_ *J Bell*

Date \_\_\_\_\_ *8-11-24*