

Department of Families, Fairness and Housing

Position description

OFFICIAL

Position title:	Executive Director, Operations
Position number:	DFFH/FSV/715035
Branch/Division/Team:	Operations division, Family Safety Victoria
Work location:	50 Lonsdale Street, Melbourne (Flexible-Hybrid)
Classification:	Senior Executive Service 2
Employment status:	Five (5) year executive employment contract Full-time
Total Remuneration Package:	SES2: \$310,386 - \$447,266 p.a. including employer superannuation
Position reports to:	Deputy Secretary, Family Safety Victoria
Position contact:	Melanie Heenan, Deputy Secretary, Family Safety Victoria 0447 580 652 or melanie.heenan@familysafety.vic.gov.au

Role purpose

Reporting to the Deputy Secretary, Family Safety Victoria, the Executive Director, Operations Branch provides operational leadership and oversight of The Orange Door and Central Information Point and works across the department to build service and practice quality that will deliver on Victoria's family violence reform priorities.

The Executive Director is an experienced operational leader able to foster strong partnerships with senior stakeholders across government, service sectors and agencies and lead a high performing and capable workforce in delivering outcomes for Victorians impacted by family violence.

Department of Families, Fairness and Housing

The Department of Families, Fairness and Housing has a dedicated focus on community wellbeing and the social recovery of Victoria. The Department is working to deliver bold and innovative reform for the community.

We work to create equal opportunities for all Victorians to live safe, respected and valued lives. We lead policies and services dedicated to community wellbeing by empowering communities to build a fairer and safer Victoria.

The Department includes Child Protection, Family Safety Victoria, Homes Victoria, Housing, Disability, Seniors and Carers. The Department is also responsible for the key portfolios of LGBTIQ+ Equality, Veterans and the offices of Women and Youth, enhancing the alignment with policy areas and portfolios focusing on the recovery and growth of our diverse communities.

The Department also supports the Social Services Regulator, the Commission for Children and Young People, the Victorian Disability Worker Commission, the Disability Worker Registration Board, the Disability Services Commissioner, Respect Victoria, the Commission for Gender Equality in the Public Sector and the Victorian Veteran's Council.

We are building an inclusive workplace that embraces diversity and difference. All jobs can be worked flexibly, and we actively encourage job applications from Aboriginal and Torres Strait Islander people, people living with disability, LGBTIQ+, veterans and people from varied cultural backgrounds.

Family Safety Victoria

Family Safety Victoria has primary responsibility for the Prevention of Family Violence portfolio. The division is responsible for strategic policy, state-wide reforms under Ending Family Violence: Victoria's 10-year Plan for Change and system stewardship for family and sexual violence prevention and response. FSV works in partnership with the Dhelk Dja Partnership Forum to lead implementation of Dhelk Dja: Safe Our Way – Strong Culture, Strong Peoples, Strong Families 2018-2028, the key Aboriginal-led Victorian Agreement that commits Aboriginal communities, Aboriginal services and government to work together and be accountable for ensuring that Aboriginal people, families and communities are stronger, safer, thriving and living free from family violence.

By bringing diverse community representatives and organisations together to create new and coordinated ways to prevent and respond to family and sexual violence, and better support families, Family Safety Victoria works collaboratively to ensure the family violence and sexual assault system is inclusive and culturally safe, and underpinned by the lived experience of victim survivors including children and young people.

Operations Branch

Operations branch is responsible for leading strategic and operational oversight of The Orange Door network, including a focus on client outcomes, local area context, governance and issues arising, continuous improvement in service quality and performance, and effective resource management.

The branch is also responsible for leading the Central Information Point to provide family violence practitioners with consolidated information from Victoria Police, Corrections Victoria, Magistrates' Court and Child Protection about perpetrators or alleged perpetrators of family violence.

Key accountabilities

1. Lead high quality operational oversight of The Orange Door and the Central Information Point ensuring they are well-governed, consistent, and focused on service delivery outcomes for victim survivors and all those impacted by family violence, including children, young people and their families.
2. Drive innovation and programs of improvement that respond to emerging system-based and performance-related issues, maximising the effectiveness of The Orange Door and Central Information Point as critical functions in the family violence system.
3. Effectively represent the organisation's interests in high-level discussions and negotiations with state government departments, other jurisdictions, service providers and across the department.
4. Provide authoritative, strategic advice and briefings in accordance with government policy directions to ministers, Family Safety Victoria's Deputy Secretary, senior management and external stakeholders.
5. Contribute to the strategic leadership of Family Safety Victoria by working closely with the Deputy Secretary, Executive Management Team and other Family Safety Victoria executives and teams to

achieve the organisation's strategic objectives in continuing to deliver a complex and ambitious change agenda.

6. Oversee the implementation and management of robust processes to monitor progress and ensure delivery commitments are met on time and on budget.
7. Develop and maintain a values-based culture by modelling and exemplifying positive behaviour.
8. Provide leadership and direction to a team of employees by:
 - leading and supporting individuals to achieve their potential while maximising their contribution to achieve their goals and outcomes;
 - modelling behaviours integral to good people management and departmental values; and
 - providing employees with relevant information and access to safe systems of work.
9. Manage financial resources within budget and contribute to departmental budget planning processes.
10. Keep accurate and complete records of your work activities in accordance with legislative requirements and the department's records, information security and privacy policies and requirements.
11. Take reasonable care for your own health and safety and for that of others in the workplace by working in accordance with legislative requirements and the department's occupational health and safety (OHS) policies and procedures.

Key selection criteria

Technical expertise

- Senior level expertise in public sector administration.
- Strong understanding of the operation of the family violence and broader social services sector, ideally in a senior operational management role.

Capabilities

1. **Leadership:** Communicates a vision that generates enthusiasm and commitment; recognises and rewards behaviour that is aligned with the vision; identifies potential issues and setbacks and guides team to optimise outcomes; models the behaviour expected of others.
2. **Service excellence:** Encourages and supports others in taking calculated risks to deliver service excellence; challenges others to deliver outstanding service; looks for long-term benefits to the client or stakeholder; creates a climate of service excellence; encourages new and different approaches and solutions that will deliver benefits beyond client or stakeholder expectations.
3. **Influence and negotiation:** Develops long-term, complex and multi-phased plans to influence others; implements complex strategies to build buy-in and support from key internal and external clients or stakeholders; uses a variety of different influencing approaches tailored to different clients; effectively negotiates with clients/stakeholders to achieve desired outcomes.
4. **Problem solving:** Anticipates potential problems and pre-empts required actions; continually liaises with key stakeholders to ensure full understanding of the issues; evaluates implemented courses of action and makes adjustments as required.
5. **People management:** Aligns team with the organisational values and goals through effective people management and modelling; maximises effectiveness by selecting, developing, managing and motivating a high performing team; clearly defines role expectations, monitors performance, provides timely and constructive feedback and facilitates employee development.

Personal qualities

1. **Creativity and innovation:** Generates new ideas; draws on a range of information sources to identify new ways of doing things; actively influences events and promotes ideas; translates creative ideas into workplace improvements; reflects on experience and is open to new ways to improve practice.
2. **Decisiveness:** Takes rational and sound decisions based on a consideration of the facts and alternatives; makes tough decisions, sometimes with incomplete information; evaluates rational and emotional elements of situations; makes quick decisions where required; commits to a definite course of action.
3. **Developing others:** Actively seeks to improve others' skills and talents by providing constructive feedback, coaching and training opportunities; empowers others by investing them with the authority and latitude to accomplish tasks; appropriately delegates responsibilities to further the development of others.
4. **Teamwork:** Cooperates and works well with others in the pursuit of team goals; collaborates and shares information; shows consideration, concern and respect for others' feelings and ideas; accommodates and works well with the different working styles of others; encourages resolution of conflict within group.

Qualifications

Appropriate tertiary qualifications in community services or health administration, public administration or business management.

Values and behaviours

The Department of Families, Fairness and Housing employees are required to demonstrate commitment to:

The public sector values and behaviours – responsiveness, integrity, impartiality, accountability, respect, leadership and human rights.

Recordkeeping – The department is committed to good record keeping and requires all staff to routinely create and keep full and accurate records of their work-related activities, transactions and decisions, using authorised systems.

Diversity – The department values an inclusive workplace that embraces diversity and strongly encourages applications from Aboriginal people, people with disability, people from the LGBTIQ+ community, and people from culturally diverse backgrounds.

Important information

Department policy stipulates that salary upon commencement is paid at the base of the salary range for the relevant grade. An executive delegate must approve any above base requests. These will be by exception only or where required to match the current salary of a Victorian Public Service staff transferring at-level.

Individuals who have received a Voluntary Departure Package from a Victoria Public Service department/agency are ineligible for re-employment for a minimum of three calendar years from the date of separation.

Individuals who have received an Early Retirement Package (ERP) from a Victoria Public Service department/agency are ineligible for re-employment for a minimum of 12 months from the date of separation.

Individuals who have received an Application Separation Package (ASP) from a Victoria Public Service department/agency are ineligible for re-employment for a minimum of 18 months from the date of separation.

The department is a key emergency management partner and contributes significantly to Victoria's emergency management arrangements. As part of a whole-of-government agreement, employees may be

required to undertake training in emergency management and support functions during an emergency and may be redeployed to facilitate this need.

The department provides and maintains a safe working environment that does not risk the health of its employees.

Pre-employment checks

All appointments require reference checks, national criminal records checks and pre-employment misconduct screening. Some positions also require a Working with Children Check, or an NDIS Worker Screening Check.

Applicants who have lived overseas in one country for 12 months or longer in the last ten years must provide an international police check from the relevant overseas police agency. Applicants can obtain a check through an organisation providing international police checks via an internet search.

Further information

For further information visit [‘About the Department’ on Department of Families, Fairness and Housing](https://www.dffh.vic.gov.au/about) <<https://www.dffh.vic.gov.au/about>>.

For enquiries regarding the position please phone the contact on the position description. If you experience difficulties in applying online, please contact Executive Employment via email at Executive.Employment@dffh.vic.gov.au

DFFH values the contribution of all employees and fair and equitable treatment of all people is integral to all activities. As such, the DFFH offers reasonable adjustments for applicants with disabilities on request at DiversityInclusion@support.vic.gov.au

To receive this document in another format, [email People and Culture](mailto:Executive.Employment@dffh.vic.gov.au) <Executive.Employment@dffh.vic.gov.au>.

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In this document, ‘Aboriginal’ refers to both Aboriginal and Torres Strait Islander people. ‘Indigenous’ or ‘Koori/Koorie’ is retained when part of the title of a report, program or quotation.

Available at careers.vic.gov.au < <https://careers.vic.gov.au/>>