

Position Description

Deputy Chief – Service Operations

Location:	Milton/Hybrid subject to operational requirements	Reports To:	Chief Service Operations Officer
Salary Range:	Negotiated	PD Date:	September 2026

About us

Act for Kids is a prominent provider of prevention, professional therapy and support services for children who have suffered abuse and support for families at risk. With over 30 centres nationally, we have supported thousands of children and their families for more than 30 years. In 2024-2025 we provided services to 37,171 people, including over 21,780 children.

Our unique multidisciplinary teams provide integrated therapy, sexual abuse counselling, safe houses in remote Indigenous communities, information, advice and referral services, intensive family support and preschools designed for children with additional development needs to ensure we set them up for success at school.

About our commitment

- Our vision is that all kids have a safe and happy childhood.
- We are a child safe organisation and all children who come into contact with our services will be provided with a welcoming and safe service.
- We are committed to working with Aboriginal and Torres Strait Islander peoples to design and deliver services that best strengthen our support to their children, families and communities.
- We are dedicated to creating a culture where physical, psychological, and emotional safety is a priority and to actively embed strong health and safety practices in our everyday work.
- We are committed to diversity, equity and inclusion, creating a workplace where everyone belongs and delivering inclusive, culturally safe and affirming services.

About our values

At Act for Kids our exceptional organisational culture is aligned to our values, which guide how we work and interact. You will be part of a *team* that is *professional, ethical, caring, courageous* and *collaborative* and we expect you to demonstrate these behaviours throughout your career with us.

About Cultural Humility

Act for Kids is committed to truth-telling and walking alongside Aboriginal and Torres Strait Islander children, families and communities on a journey of healing, self-determination, and hope. We acknowledge our responsibility to lead with respect, authenticity and cultural humility, creating culturally affirming and safe workplaces. We are committed to the recruitment and retention of First Nations team members and provide opportunities for meaningful connection and cultural peer support. Our [Innovate Reconciliation Action Plan 2025 – 2027](#) sets out our reconciliation vision and the practical actions we are taking.

About the position

Reporting directly to the Chief Service Operations Officer, the Deputy Chief – Service Operations provides senior operational leadership across a defined Service Operations portfolio. The role is accountable for leading Directors and senior managers to deliver safe, high-quality, culturally responsive, financially sustainable and contractually compliant services for children, young people, families and communities.

The position has line management oversight of the Director of Intensive Family Support Services – North Queensland, Director of Intensive Family Support Services – Southern Queensland, Director – Clinical Services Growth and Partnerships and Program Manager – Out of Home Care Services. This portfolio includes Intensive Family Support services across Queensland, You thrive as Act for Kids' profit-for-purpose social enterprise, Integrated Therapy Programs delivered across Queensland and interstate locations, and residential out of home care services in remote Western Cape communities and Cairns.

As a senior leader within Service Operations, the Deputy Chief – Service Operations supports the Chief Service Operations Officer to translate organisational strategy into effective operational delivery, strengthen leadership accountability, manage risk and performance, and ensure consistent practice, governance and service quality across the portfolio.

The role operates at a level senior to the Directors it line manages and provides direction, coaching, supervision, performance oversight and escalation support to ensure portfolio leaders deliver agreed service, workforce, financial, quality, safeguarding, stakeholder and contractual outcomes.

Key responsibilities

- Provide senior leadership across the designated Service Operations portfolio, ensuring services align with Act for Kids' purpose, strategy, quality standards and child safe commitments.
- Line manage, coach and support the Director of Intensive Family Support Services - North Queensland, Director of Intensive Family Support Services - Southern Queensland, Director – Clinical Services Growth and Partnerships and Program Manager – Out of Home Care Services.
- Set clear accountabilities, performance expectations and decision-making authority for directors and senior managers, and provide the support needed to deliver high-quality services.
- Support the Chief Service Operations Officer to implement strategic priorities, operational plans, service improvements and change initiatives across Service Operations.
- Lead portfolio planning, performance monitoring and reporting across service outputs, client outcomes, workforce, finances, contracts, quality, stakeholder feedback and emerging risks.
- Ensure services are safe, culturally responsive, evidence-informed, trauma-informed, client-centred and financially sustainable, with effective portfolio-level assurance of legislative, regulatory, contractual and accreditation obligations.
- Strengthen integrated service delivery, collaboration and practice consistency across Family Support, Clinical Services Growth and Partnerships, and Out of Home Care Services.
- Identify, monitor, manage and escalate strategic, operational, practice, safeguarding, workforce, financial, contractual and reputational risks within the portfolio.
- Partner with Practice Quality, Cultural Capability, Finance, People and Culture, and other enabling functions to strengthen governance, organisational alignment and workforce sustainability.
- Lead the response to complex or escalated operational matters, including critical incidents, significant service performance issues, stakeholder concerns, workforce challenges, service transitions and growth opportunities.
- Develop and manage portfolio budgets with the Chief Service Operations Officer, Chief Financial Officer, finance team and relevant directors, ensuring services operate within budget and resources align with priorities.
- Provide commercial oversight of You thrive and Integrated Therapy Services, actively monitoring business models, pricing, revenue, profitability, service quality, customer experience and growth strategies against organisational objectives.
- Ensure residential care services meet applicable legislation, licensing requirements, standards, policy frameworks, statutory obligations and contractual requirements, with effective governance of safety, quality, incident management, workforce capability and outcomes for children and young people in care.

- Build and maintain effective relationships with government, funders, Aboriginal and Torres Strait Islander organisations, community partners, peak bodies, service providers and other stakeholders.
- Contribute to executive-level advice, briefings and reports to the Chief Service Operations Officer, CEO, Board and governance committees as required.

General responsibilities

- Work in accordance with all Act for Kids policies, procedures and organisational requirements.
- Prioritise the rights, safety and wellbeing of all children, including cultural safety, and identify, report and respond to child safeguarding risks in accordance with child safe principles, organisational policies and legal obligations.
- Comply with work health and safety legislation, policies and procedures, taking reasonable care for your own health, safety and wellbeing and that of others.
- Engage actively in regular supervision and the Individual Development Plan process, contributing to continuous learning and professional growth.
- Maintain confidentiality, privacy and ethical decision-making in all matters relating to children, families, team members, partners and organisational information.
- Model Act for Kids' values by working professionally, ethically, collaboratively and with care, courage and a team focus.
- Undertake other duties reasonably requested by the Chief Service Operations Officer, consistent with the purpose, responsibilities and seniority of the role.

About you

Qualifications

- Tertiary qualification in social work, psychology, human services, health, education, management or another relevant discipline.
- Postgraduate qualifications in leadership, management, governance, business or a related field are highly desirable.
- Current professional registration or membership where required for the discipline.

Skills, capabilities and experience

- Extensive senior leadership experience in complex human services, child and family services, health, disability, education, community services or related sectors.
- Demonstrated ability to effectively lead Directors, senior managers and geographically dispersed teams across multiple programs, funding streams and jurisdictions.
- Demonstrated ability to foster a positive, inclusive and psychologically safe workplace culture in times of ambiguity, uncertainty and change.
- Strong understanding of child protection, intensive family support, therapy services, clinical service delivery, service partnerships, out of home care, safeguarding and quality systems relevant to children, young people and families.
- Demonstrated experience leading or providing senior oversight of a for-profit or commercially oriented business model, including revenue generation, pricing, profitability, customer growth, market positioning and sustainable business performance.
- Demonstrated experience overseeing residential care services, including sound knowledge of relevant legislation, licensing requirements, quality standards, statutory obligations, safeguarding responsibilities and operational risks associated with residential care.
- Proven capacity to translate organisational strategy into effective operational plans, service delivery priorities and measurable portfolio outcomes.
- Experience leading service performance, contract management, quality improvement, budget oversight, workforce planning and operational risk management.
- Demonstrated ability to provide senior supervision, coaching, performance leadership and escalation support to Directors and senior managers.

- Strong governance capability, including preparing reports, briefings and advice on complex service, performance, quality, risk and stakeholder matters.
- Demonstrated commitment to culturally safe practice and to working respectfully and effectively with Aboriginal and Torres Strait Islander peoples, organisations and communities.
- High-level stakeholder engagement, negotiation and partnership skills, including the ability to represent Act for Kids with government, funders, sector partners and community stakeholders.
- Ability to lead change, service growth and operational improvement while maintaining service quality, compliance, financial discipline and workforce engagement.
- Ability to act in the role of Chief Service Operations Officer during periods of absence or as delegated.
- High degree of personal and professional integrity, ethical reasoning, sound judgement and commitment to Act for Kids' purpose and values.
- Excellent written and verbal communication skills, including the ability to communicate clearly with senior leaders, operational teams, funders and governance stakeholders.
- Ability to travel as required to provide senior leadership and oversight across Queensland, remote communities and interstate service locations.
- Commitment to ongoing professional development, reflective practice and continuous learning.

Other requirements

- Eligibility to hold a valid Working with Children Check (WWCC), unless exempt based on professional qualifications and registration.
- Eligibility to obtain and maintain a current NDIS Worker Screening clearance and a Child Safety and Personal History Screening Check (LCS2).
- Current driver's licence.
- Applicants must be eligible to legally work in Australia and proof of eligibility will be requested.

Other information

Applicants are encouraged to apply even if they do not meet every requirement of the role. When assessing applications, the panel will consider performance and achievements in the context of individual circumstances.

We recognise that career paths are not always linear and that personal circumstances, career interruptions or periods of leave may have influenced work history. This means we will focus on the quality and impact of achievements, alongside experience and qualifications (where required), when assessing suitability for the role.

Act for Kids warmly encourages applications from Aboriginal and/or Torres Strait Islander peoples.