

Position Description Head of Clinical Practice

Location:	Brisbane CBD	Status:	Permanent Full Time
Reports To:	Director Client Services	Salary:	Social Community Home Care and Disability Award Level 8
Direct Reports:	Practice Development Team		

Purpose of the Position

Through the Purpose, Vision and Values of DVConnect the Head of Clinical Practice (HOCP) is a key leadership role responsible for leading the practice development activities of the organisation. They are the senior clinical advisor ensuring the development of evidenced informed policies/procedures and practice directives, leading staff development, training, quality and ensuring professional supervision is delivered. The role leads the Practice Development Functions which includes:

- Research, Compliance and Inclusion
- Community Engagement and Development
- Practice Specialist
- Professional Supervision and
- Clinical Continuous Quality Improvement

The position assists the Director of Client Services and Service Delivery Managers to ensure programs are meeting service standards performance targets, managing risk and ensures appropriate processes are in place, to enable continuous improvement services. This position will undertake project work and support for the Director Client Services (DCS)/CEO and Senior Leadership Team as required and will initially have oversight of one program for an interim period.

Our Vision, Purpose & Values

Our Vision: Our aim is for all relationships to be free from domestic, family and sexual violence.

Our Purpose: Creating pathways for a life free from violence and fear.

Our Values: - *Integrity; Compassion; Accountability; Respect & Empowerment*

Principles of our Work

DVConnect works from an intersectional feminist framework and we acknowledge the gendered nature of domestic, family and sexual violence. We are committed to working collaboratively as part of the broader system, developing innovative services, and providing robust governance and organisational sustainability to deliver on our vision and purpose.

Main Accountabilities	Expectations
<p>Clinical Practice Development Lead the Practice Development team and Research, Compliance and Inclusion Manager to develop and implement a range of high quality and contemporary organisational policies, processes and procedures using appropriate systems, which supports improved service delivery.</p> <p>Provide guidance and support to ensure all services have robust clinical governance processes</p> <p>Support the Research, Compliance and Inclusion Manager in ensuring a comprehensive research and evaluation framework is in place and leads to continuous quality improvement practices and partnerships.</p> <p>In partnership with Service Delivery Managers monitor and develop staff training and professional development and manage the activities/teams as it relates to clinical and ongoing practice development including regular and structured clinical supervision, debriefing, support and feedback.</p> <p>Coordinate timely investigation of clinical incidents and develop action plans to ensure best practice in collaboration with Director, Client Services</p>	<ul style="list-style-type: none"> • Programs and Services offered are of high quality and client centred • Evidence of leadership in the establishment and ongoing delivery and continuous improvement of evidence-based support to clients, including appropriate clinical services across the organisation. • Evidence of support and leadership in the research and evaluation area. • Clinical governance framework, documents/policies/procedures and processes reviewed and demonstrates contemporary and effective practice. • Ensure the collection of all relevant data in order to measure deliverables and continuously improve and evaluate is evident. • Appropriate training and development plans in place which supports staff, including on-boarding/induction. • Effective, regular and structured clinical supervision, debrief, support and feedback is evident across the organisation. • Contribution to the vision, strategic planning and operational development of the DVConnect programs and services and ensuring alignment. • Demonstrates a commitment to the objective of the clinical practice and shows considerable drive and effort in achieving work and organisational goals. • Undertakes additional responsibilities as required and demonstrates and models the values and behaviours of DVConnect.

<p>The role contributes to Strategic and Operational requirements in collaboration with the Senior Leadership Team.</p>	
<p>External Agency Meetings, Networks/Partnerships & Communications Represent DVConnect at external agency meetings, forums or events as required.</p> <p>Promote best practice approaches to partnerships or processes being implemented and brings a state-wide voice to the discussion based on trends and patterns being observed across the various DVConnect programs (in collaboration with others).</p> <p>Develop relevant internal and external communication as it pertains to clinical practice.</p> <p>Where required review social media and marketing material.</p>	<ul style="list-style-type: none"> • Evidence of positive and effective engagement with appropriate community services which promotes and supports DVConnect and our clients • Evidence of participation at relevant forums, meetings and groups as required and which leads to improved partnerships and linkages • Communication pieces are of a quality standard and meeting the required outcomes. • Contribution to social media and marketing and communication material as required.
<p>Service Delivery – Counselling Services (Interim responsibility) Initially this role will have some operational oversight and management of a counselling program, providing 24/7 services across the country. This will involve supporting the Director of Client Services/CEO and leading the Program Leader in their management and co-ordination of the program and contributing to organisational planning, performance reporting.</p>	<ul style="list-style-type: none"> • Ensures ethical and professional counselling services are delivering quality support and performance outcomes. • Effective and quality contribution in the review, development and implementation of policies/procedures and directives as it relates to service delivery. • Effective support and collaboration to the management teams which contributes to the overall service delivery provided by DVConnect • Undertake administration activities associated with the role and provide reports as required • Ensure an effective and harmonious team is in place with high staff engagement, which also fosters a commitment to continuously improving concept and service delivery • Internal and external stakeholder feedback • Evidence that operational plans as they relate to practice are executed as per the strategy in the areas of responsibility • Complaints are managed in line with DVConnect policies and procedures

<p>Community Awareness, Training & Development Manage the Community Engagement and Development team, ensuring expansion of initiatives to raise awareness of DVConnect services/training and which builds on the capacity and support from community members/corporates and other stakeholders. The role supports the team in establishing alternate funding streams and opportunities for DVConnect and to identify and support community and other fundraising activities.</p>	<ul style="list-style-type: none"> • External Training services are expanding. • Community support and awareness of DVC services is increasing and contributes to the reputation of DVConnect. • Evidence of support to the team in building successful opportunities for fundraising and other community and corporate support which leads to growth and sustainability of DVConnect. • Ensure an effective and harmonious team is in place with high staff engagement, which also fosters a commitment to continuously improving concept and service delivery
<p>Team Support Leads and participates in team activities, staff meetings & connection days when scheduled and demonstrates a supportive approach to other staff members which contributes to the overall team effectiveness.</p> <p>Demonstrate a clear understanding of and commitment to DVConnect vision, mission and values.</p>	<ul style="list-style-type: none"> • Evidence of strong relationships and positive rapport with all team members which assists in building a cohesive workplace • Demonstrates on a continual basis, a commitment to assisting and supporting colleagues in all workplace activities • Shows clear understanding of the various roles and overall team outcomes required • Effective support to the Management and Leadership teams • Professional and well regarded leader externally and demonstrates a commitment to attending meetings/conferences/committees as directed • Demonstrates a growing level of knowledge of DVConnect and our services/programs. • DVConnect vision, mission and values consistently demonstrated in all work related activities and in line with DVConnect Code of Conduct
<p>Workplace Health & Safety To meet and at times lead Workplace Health & Safety obligations in line with DVConnect Policy & Procedures as well as relevant legislation and organisational activities that support the well-being of staff.</p>	<ul style="list-style-type: none"> • Models expectations internally and externally • Follow all safety instructions and use equipment provided • Significant contribution to minimising the risk to health and safety of all persons in the workplace • Identify and report any workplace incident/hazard or concerns to executive management and/or people and culture
<p>Professional Development & Continuous Improvement Maintain and develop personal knowledge in areas of expertise and meets core values and behaviours of DVConnect. Further, demonstrates a commitment to professional supervision for both skills developments and health and well-being</p>	<ul style="list-style-type: none"> • Seeks new ideas and embraces/adapts to change • Demonstrates and maintains personal competency in the performance of high quality clinical and technical skills. • Evidence of continuous improvement activities in area of responsibility • Actively participates in professional development opportunities

Essential Requirements	<ul style="list-style-type: none"> • Tertiary qualifications in the areas of Psychology, Counselling, Social Work or Behavioural Sciences or related discipline and substantial experience in the DV, Sexual Assault or Family Services sector. • Membership or eligibility for membership with either AASC; APS; ACA;PACFA is essential • Background checks required (Police and WWC) • Demonstrated senior management and clinical leadership experience in a service delivery setting and in service development to maintain continuous quality improvement. • Well-developed knowledge and analysis of the effects, causes and dynamics of domestic and family violence and understanding of the gendered analysis of domestic violence • Minimum 3 years management in the leadership of multidisciplinary teams • Knowledge of (or demonstrates they can quickly acquire) Queensland Domestic Violence Legislation and standards. • Right to work in Australia
Other Relevant Information	<ul style="list-style-type: none"> • Willingness to undertake further training and development • Willingness at times to be flexible with working hours to meet operational needs
Skills & Behaviours	<ul style="list-style-type: none"> • High level of professional competence and personal integrity and proven ability to develop and maintain professional networks both internally and externally. • Demonstrated understanding of intersectional feminist practice and how this is used as a framework to understand and respond to the gendered nature of violence against women and children • Exceptional ability to engage and communicate, tailoring communication (both verbal and written) to be appropriate and sensitive to different social and cultural groups and environments • High level skills in quality practice standards and an understanding of the processes involved in compliance, with high attention to detail. • Ability to work both independently and collaboratively as a member of the wider management team to meet organisational objectives • Excellent written communication skills and demonstrated experience in the development and review of policies and procedures. • Excellent organisational skills and good attention to detail. • Demonstrated ability to work in fast paced, high demand and complex work environments, maintaining a calm and supportive disposition and good self-care practices in place. • Highly effective planning, organisational and problem solving skills • Solid IT skills
Experience	<ul style="list-style-type: none"> • 2+ years' experience in a similar role

Key Relationships/Interactions:

Relationship with:	Why:
Director Client Services	Accountability, advice, support, feedback and reporting as required
CEO	Accountability, advice, support, feedback and reporting as required
Program Leader	Direction, support, feedback, development and guidance
Research, Inclusion and Compliance Manager	Direction, support, feedback, development and guidance
Community Engagement Team	Direction, support, feedback, development and guidance
Executive Leadership Team	Support, feedback, guidance and assistance as required
Practice Leadership Team	Support, guidance, feedback and reporting as required
Staff Members & Volunteers	Building sound working relationships with all personnel to assist in undertaking the role and providing support
External Stakeholders	Building and maintaining collaborative working relationships
Clients	Support & advice if required

DVConnect is an equal opportunity employer. All applications will be assessed on their merits