



<b>POSITION</b>	<b>Manager - Clinical Governance and Supervision</b>	<b>STATUS</b>	Full time or 0.8FTE
<b>REPORTS TO</b>	Chief Executive Officer	<b>LOCATION</b>	Cheltenham - Head Office

**BETTER PLACE AUSTRALIA**

Better Place Australia (formerly FMC) has a vision of “An Australia where all people experience positive relationships, truly value each other and live safer, more confident lives”. As a community focused not-for-profit organisation with an ever-growing range of psychological and community support services, Better Place Australia is taking a leadership role in the provision of high-quality, effective services for a wide range of community groups across 25 locations in Victoria.

**PURPOSE OF ROLE**

The overall purpose of the role is to lead the establishment and on-going oversight of a clinical governance and supervision function across the organisation with a particular focus on raising standards and capabilities to identify, prevent and manage incidents of family violence within the client groups across all programs and disciplines.

**WORK PERFORMED**

- Provide specialist advice regarding aspects of clinical governance and supervision across the organisation related to family violence.
- Recommend to the Clinical Governance Committee ways to strengthen the organisations guidelines, policies and procedures for effective clinical supervision related to family violence.
- Lead the roll out of the MARAM Family Violence Tools and embed within current Clinical Practice guidelines.
- Develop staff capabilities to manage family violence through training, resources, and coaching.
- Review and redevelop the organisations policies, procedures and guidelines related to how practitioners identify, prevent and manage incidents of family violence within the client group
- Provide mentoring and supervision to clinical supervisors where issues of family violence are identified.
- Provide secondary consultations and expert advice to practitioners dealing with issues of family violence.
- Contribute to the ongoing development of a Quality Framework and Policy Framework.
- Provide improvement recommendations to the Clinical Governance Committee regarding incidents, complaints, and consumer feedback and risk assessments related to clinical practice.
- Continuously assess the organisation’s capability to deal with family violence including professional development of practitioners, tools, frameworks and standards.
- Ensure high standards of ethical and professional standards which are compliant with Better Place Australia policy including duty of care.
- Ensure familiarity with key organisational policy and guidelines applicable to a clinical supervisory relationship across all programs.

Quality & Compliance

- Ensure any quality risks are identified and reported promptly and that prevention strategies are implemented to ensure the safety of all clients and staff.

- Maintain a good working knowledge and understanding of the QIC Health and Community Standards.
- Pursue opportunities for quality improvement, and actively contribute to the accreditation of the service being delivered.
- Participate in regular audit processes to ensure compliance with applicable regulatory bodies is maintained.
- Contribute to the development and implementation of service manuals in accordance with contract and program requirements.
- Ensure Better Place Australia's services comply with applicable funding contracts, including reporting requirements.

#### Administration Responsibilities

- Maintain accurate and up to date Client Records, including clinical notes, assessment documentation, correspondence and any other relevant information such as IVO's or Court Orders.
- Meet minimum Key Performance Indicators (KPIs) applicable to job role as per PPR process.
- Provision of accurate and timely reports so as to enable program and service evaluation and to inform decision making.
- Participate in staff activities including but not limited to staff meetings, staff development, on-going training activities and case review.
- Be willing to reflect upon own professional and personal practice within the organisation and demonstrate integrity and honesty based on a commitment to high quality professional practice.
- Attend and actively engage in supervision sessions as required.
- Participate in the annual staff appraisal process (Performance, Planning and Review).
- Maintain knowledge of, and adhere to, the policies and procedures of the organisation.

#### Other

- Other duties as assigned and which are consistent with the position.
- Ensure compliance with Better Place Australia's Code of Conduct and related organisational policy material.
- Contribute to a culture of health and safety.
- Identify potential hazards and implement appropriate risk mitigation responses in so far as is reasonably practicable.

#### Out of Scope

The following remains outside of the scope of the role:

- Direct operational line management of practitioners and Regional Services Managers.

### **REQUIRED KNOWLEDGE AND EXPERIENCE**

#### **Essential**

- Demonstrated commitment to child safety and evidence of active involvement in child safety activities and initiatives.
- Tertiary qualifications in a relevant discipline (such as Psychology, Health, Social Work).
- Substantial experience working within a specialist family violence service provider.
- Thorough understanding and experience within Clinical Governance.
- Thorough understanding of the family violence context, including safety and risk assessment, reporting etc.
- Extensive experience in the application of best practice models of clinical supervision.
- Significant experience working with families within a community services setting.
- A thorough understanding of the latest family violence standards, frameworks etc (eg MARAM).

#### **Desirable**

- Formal qualifications in Supervision (ie Australian Psychology Board Approved Supervisor).
- Demonstrable experience as a service practitioner within the community services sector.
- Exceptional leadership skills together with a proven ability to motivate, influence, collaborate and successfully facilitate change.
- Highly developed strategic thinking, planning and analytical skills.
- Comprehensive understanding of the Community Services sector including an understanding of current issues facing the sector and future directions.
- Demonstrated awareness and commitment to working with children, youth and families in the context of

counselling, mediation and support services.

#### RISK SCREENING

- Current Victorian driver's license and access to own transport
- Current satisfactory National Police check
- Working with Children Check

#### PERSONAL COMPETENCY REQUIREMENTS

- Excellent verbal and written communication skills including the ability to write nonstandard reports
- Well-developed interpersonal skills including the ability to work effectively at all levels within the organisation
- Excellent customer service and internal consulting skills together with a proven ability to maintain constructive working relationships with a broad range of key stakeholders
- Excellent attention to detail and analytical skill
- Ability to work autonomously and as part of a team
- Self-motivated and comfortable achieving outcomes with minimal direct supervision
- Proficient in the use of the MS Office suite
- Motor vehicle driver's license and access to use of vehicle
- Highly skilled in the delivery of constructive and supportive feedback

#### KEY RELATIONSHIPS / INTERACTIONS

##### Internal

- Chief Executive Officer
- Better Place Australia Board
- Executive team
- Regional Services Managers
- Administration

##### External

- External partners
- Government funding bodies
- Other community services providers and Peak bodies

#### GENERAL INFORMATION

Better Place Australia is a not for profit organisation, providing services for all members of the community regardless of religion, age, gender, sexuality, lifestyle choice, cultural background or economic circumstances. We offer a workplace culture reflective of a vibrant, learning organisation where our people are highly engaged in their work and committed to making a difference. Our organisation is committed to child safety and we carry out police record, working with children and reference checks to ensure that we are recruiting the right people.