

Position Description Quality & Training Specialist

Location:	DVConnect Office Brisbane	Status:	Full-time (Monday to Friday)
Reports To:	Senior Quality & Training Specialist	Salary:	Social Community Home Care and Disability Services Award Level 5

Purpose of the Position

The Quality & Training Specialist is part of a team responsible for the development and maintenance of appropriate clinical practice training and resources. This role entails researching, designing and delivering contemporary training of best-practice programs that are both engaging and trauma-informed for a variety of audiences. The role contributes expertise for building capacity to inform and support continuous improvement and growth for practitioners and service delivery. The role will also undertake quality reviews, providing constructive feedback to the leadership team that will assist in the identification of training, coaching and mentoring needs for the team. In addition, the incumbent will be required to adapt a flexible approach in undertaking other activities to support the broader team as required.

DVConnect 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>Training & Development Key role in contributing to the learning and development plans and resources for the organisation, with a specific focus on state-services, inclusive of the crisis response services, Sexual Assault Helpline and VictimConnect, providing adhoc assistance across the national programs as requested. Contribution to processes, procedures and policies as they relate to the role and by the utilisation of business critical system. Assist the broader team with ad-hoc activities as required which may include undertaking Crisis Intervention Counsellor activities.</p> <p>Duties include (not an exhaustive list):</p> <ul style="list-style-type: none"> • Review and develop induction and training processes and practice • Support and deliver induction and other training for new staff • Identify and make recommendations for training needs with Leadership and/or P&C. • Provide one on one support to the workgroup as directed by the leadership team • Develop and implement online training modules using LMS and other contemporary methods. • Develop training/facilitated workshops that support continuous improvement across the organisation. • Maintain accurate and up to date training data, reports and attendance records • Research material for the development of internal training In line with legislative changes, practice standards and the human services quality framework (HSQF) Assist with the induction and training of university students on placement 	<ul style="list-style-type: none"> • Evaluations of training provided and evidence of skills development of new and existing staff which is meeting service delivery requirements and continuous improvements. • Evidence to support induction practices are providing new starters with adequate confidence, knowledge and skills required to undertake their role within agreed timelines. • Appropriate training material is developed, reviewed and updated in consultation with relevant staff • Develop material in line with DVConnect policies, procedures, legislation and funded agency requirements • Contribution to training/induction plans and activities which improve service delivery efficiencies and quality. • Scheduling of training is delivered in a comprehensive manner and within agreed timelines through a strong collaborative process. • Contribution to process, procedures and policies as they relate to the role. • Quality, professional and contemporary training courses and materials is produced within requested timelines. • Offer evidence based recommendations that assist with continuous improvement of practice and development of staff • Internal and external feedback • Evidence of high level initiative to improve on training and development practices across the organisation. • Consistently uphold and models the values and behaviours of DVConnect • Be able to develop and implement training that is relevant across the spectrum of domestic, family, sexual violence, and victims of crime responses, ensuring that you are assisting frontline workers to develop skill and capacity to work confidently with people who are impacted by violence and men who use violence (accountability framework).

<ul style="list-style-type: none"> • Develop and utilise training evaluation reports to inform continuous improvement of learning and development materials and delivery methods • Other ad-hoc activities and projects as required. 	
<p>Quality & Service Delivery</p> <p>Undertake quality and compliance audits of call records and client files across state-services to ensure services are meeting practice standards and align with organisation values and contractual obligations</p> <p>Contribute to the maintenance of quality systems that ensures a culture that promotes quality as a key component of effective service delivery. Providing strong technical support to leaders across state-services to ensure quality, compliance and audit actions identified are addressed and/or implemented.</p>	<ul style="list-style-type: none"> • Effective identification and support for leadership and staff with quality related service delivery issues • Completion of audits in required timeframes • Quality and presentation of work that aligns with a trauma informed intersectional feminist framework. • Evidence of significant improvement in quality of service delivery across teams which contributes to DVConnect reputation. • Tracking of progress/improvements of practice and staff development, and reporting these improvements back to the relevant leadership team on a regular basis. • Contribution to service delivery practice and support for leadership/management teams across the whole organisation.
<p>Documentation & Reporting</p> <p>Ensure appropriate client documentation, records, reporting and data collection and maintain a high level of accountability with all documentation..</p>	<ul style="list-style-type: none"> • Accuracy and maintenance of records regarding quality improvement discussions • Comprehensive and succinct feedback to Leadership and Management Team as required • Produce reports as required
<p>Team Support & Organisational Support</p> <p>Participates in team activities, attends staff meetings & connection days when scheduled and models 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, purpose and values.</p>	<ul style="list-style-type: none"> • Evidence of strong relationships and commitment to other management team members and staff, that contributes to building a cohesive and productive workplace • Demonstrates and models on a continual basis, a commitment to assisting and supporting colleagues in all workplace activities • Professional and well regarded team member and demonstrates a commitment to attending meetings/conferences/committees as directed • DVConnect vision, purpose and values consistently demonstrated in all work related activities and in line with DVConnect Code of Conduct • Attendance at all team and other meetings as required
<p>Workplace Health & Safety</p>	<ul style="list-style-type: none"> • Follow all safety instructions and use equipment provided and provides effective guidance to new staff.

To meet Workplace Health & Safety obligations in line with DVConnect Policy & Procedures as well as relevant legislation and in supporting the well-being of staff.	<ul style="list-style-type: none"> • Contributes to minimising the risk to health and safety of all persons in the workplace • Identify and report any workplace incident/hazard or concerns to management
Professional Development & Continuous Improvement Maintain and develop personal knowledge in area of expertise and meets core values and behaviours of DVConnect.	<ul style="list-style-type: none"> • Seeks new ideas, at times leads and embraces/adapts to change • Evidence of continuous improvement activities in area of responsibility • Encourage others in the team to balance DVConnect purpose and values with their personal values

Essential Requirements	<ul style="list-style-type: none"> • Tertiary qualifications (minimum 3 year degree) in Social Work, Counselling, Psychology and/or other appropriate disciplines(s) with extensive experience in the DFV and/or other sectors. • Certificate IV in Training and Assessment, or equivalent would be well regarded or a minimum of professional development in the training space and 1+yr experience in similar role • Well-developed knowledge and analysis of the effects, causes and dynamics of domestic and family violence • Knowledge of Queensland Domestic Violence Legislation, particularly the <i>Domestic and Family Violence Protection Act 2012</i> and HSQF Standards • Highly developed telephone counselling and risk assessment skills, preferably in the area of domestic violence and crisis work • Current Working with Children Check (Blue Card) • Right to work in Australia • Up to date with COVID-19 Vaccinations • National Police Check
Other Relevant Information	<ul style="list-style-type: none"> • Flexibility with working hours at times to meet operational needs • Willingness to undertake further training and development • Willingness to attend meetings off site at times may be required • It is a genuine requirement of this position that it be filled by a woman as permitted in sections 25, 104 and 105 of the Anti-Discrimination Act, 1991
Skills & Behaviours	<ul style="list-style-type: none"> • Ability to work both independently and collaboratively as a member of the wider leadership team to meet organisational objectives • Skilled at developing and delivering training programs using a variety of methods (online; webinars; facilitated and practical workshops)

	<ul style="list-style-type: none"> • Highly developed IT skills including Microsoft office suite; exposure/experience in LMS and online learning platforms and ability to confidently navigate various web-based applications • Understanding of quality principles and continuous improvement, as well as HSQF Standards would be advantageous. • Demonstrated understanding of adult learning principles and teaching styles/strategies to achieve desired outcomes • Well-developed training administration, communication, negotiation and interpersonal skills to maintain professionalism. • Undersatnding of quality principles and continuous improvement • Demonstrated ability to work in high demand and complex work environments within required timelines whilst maintaining a calm and supportive disposition and good self-care practices in place. • Team player with a commitment to a collaborative working approach
--	--

Key Relationships/Interactions

Relationship with:	
Senior Quality & Training Specialist	Accountability, reporting as required, advice, support, feedback and reporting as required
Service Delivery Manager	Reporting as required, advice, support, feedback and reporting as required
Practice Leadership team	Support, collaboration, advice and feedback as required
Staff Members & Volunteers	Building sound working relationships with all personnel to assist in undertaking the role and providing quality service delivery
External Stakeholders	Building and maintaining collaborative working relationships as required
Clients	Support and service as required

I have read this documentation and agree to undertake the duties and responsibilities as listed above.

I acknowledge that:-

- This Position Description details the accountabilities of the role and provides an indication of the current duties and tasks that I may be required to undertake. Additional or other duties may from time to time be allocated to fully meet the responsibilities of the role.
- The measures/expectations included in this document are indicative and will be reviewed with me on an annual basis and that my performance will be assessed against these measures

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