

Position Profile

Clinical Governance Team

Quality & Training Specialist

DVConnect is a leading provider of evidence-based, trauma-informed services for people impacted by all forms of personal violent crime, including those who use and experience violence in their relationships. Our purpose is to create pathways for a life free from violence and fear.

DVConnect provides:

- Crisis response and comprehensive safety planning for people experiencing or using violence.
- Coordination of emergency transport and accommodation for families and pets escaping violence.
- Supported access to high security shelter state-wide for women and their children.
- Crisis and therapeutic counselling.
- Referral and general information pertaining to policing and justice interventions, emergency financial assistance, forensic medical assessments, housing support and specialised case management support services.
- Psychoeducation
- Community capacity building and professional training and,
- Advocacy (service user/systems)

DVConnect is 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; that all lives are free from violence and abuse.

DVConnect is an equal opportunity employer. We acknowledge the Aboriginal and Torres Strait Islander people as the traditional custodians of the land in which we live and work and therefore, support their right of self-determination. We are committed to creating an inclusive environment where employee diversity such as gender, age, culture, disability (physical or mental health), religion, sexual orientation etc are recognised and celebrated.

Applicants are advised that the work of DVConnect will expose employees to sensitive material including distressing and offensive content. It is likely that employees will also engage with persons who have experienced violent crime and other distressing circumstances. Whilst DVConnect proactively supports well-being in the workplace, including a no-cost employee assistance program for our employees and their immediate family, personal wellbeing strategies are also important. Prospective applicants should consider this carefully before accepting a position with DVConnect.

Location:	Central Office (Brisbane)	Status:	Full Time, 6-month Contract.
Salary:	Social Community Home Care Disability Award Level 5. Dependent on qualifications and relevant experience. Salary Packaging Available.		
Hours of Work:	Primarily business hours.		
Reports To:	Quality & Training Manager		
Direct Reports:	Nil		

Purpose of the Position

Through the Purpose, Vision and Values of DVConnect, the Quality and Training Specialist is a key 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 across DVConnect's services. The role will also design, develop and deliver domestic, family and sexual violence (DFSVM)-focused training for external organisations, businesses and stakeholders, via eLearning modules and in-person or virtual workshops.

The role will 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. This at times will include giving direct feedback to practitioners especially during onboarding and induction periods. As part of supporting the boarder team in quality and training, case consultation and live supervision, in partnership with service delivery leadership, will also be provided by the Quality and Training Specialist. This role may play a part in the coordination and support of external professional development for all team members.

Key Responsibilities:

- Development and implementation of in person, virtual and online training
- Onboarding, supporting, and upskilling of practitioners
- Delivery of training to external services and organisations in a trauma-informed way that is engaging and challenging
- Audit and review of clinical practice (e.g. file note audit, call review, complaint assessment)
- Scheduling of training in consultation with the broader organisation
- Capture, collation and analysis of training and quality activities for reporting and continuous improvement

You will be expected to model respectful, professional, and sensitive approaches in your work, adhere to the organisation's policies and procedures, and in doing so, demonstrate our organisational values of:

- Integrity
- Compassion
- Accountability
- Respect
- Empowerment

Essential Requirements & Qualifications:

1. Tertiary qualifications in the areas learning and development or clinical practice. With relevant experience in Social Work, Counselling, Psychology and/or other appropriate disciplines(s) with extensive experience in the DFV and/or other sectors highly regarded.
2. 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.
3. Well-developed knowledge and analysis of the effects, causes and dynamics of domestic family and sexual violence.
4. Knowledge of relevant legislative framework primarily in Queensland, regarding domestic family and sexual violence and victims of crime.

5. Be a resilient and courageous leader who achieves impact through a commitment to continuous quality improvement.
6. Skills and knowledge in gender-based violence, specifically with those that use domestic and family violence is desirable
7. Significant demonstrated ability to manage complex and competing projects within agreed timeframes including planning, implementation, and coordination of key deliverables.
8. Exceptional and effective interpersonal, communication, conflict resolution, presentation and engagement/consultation skills using a range of contemporary engagement practices.
9. Commitment to social justice, DVConnect values and its' role in delivering services to people impacted by violence and abuse.

Additional Criteria

1. Positive Notice Blue Card and National Police Check or ability and willingness to obtain.
2. Current Drivers Licence.
3. Right to work in Australia.
4. The position may involve some out of hours work, interstate, and intrastate travel.
5. Willingness to undertake further training and development.