

The purpose of this position

The **purpose** of the position is to strengthen staff practice (including clinical) capabilities by applying frameworks, models, and best practice to service delivery. This position embeds data and evidence into our everyday practice to support decision making and practice improvements. This position works across all Operations directorates (i.e. Child, Youth and Family services, Ageing and Carers services, and Disability services).

About the position

- This position is within Child, Youth & Families directorate.
- It's part of the Practice team.
- This position **reports to** the Manager, Practice.
- This position allows for flexibility.
- The position leads a team.
- The position is designated Band 7 under the *Schedule of Authorities and Delegations*.
- The position is a: Budget holder Has designated revenue or billing targets.
- This position may be advertised externally as Practice Specialist.

Key areas of responsibility

- Lead the implementation of practice frameworks, models, and evidence-informed approaches.
- Develop and implement practice support materials that promote consistent quality practice.
- Provide Complex Case Consultations to support Operations staff deliver best practice services.
- Coach, mentor and provide support to Operations leaders to build their practice leadership.
- Identify whole of organisation patterns and trends and, in collaboration with Practice colleagues and other business enabling functions (e.g. Learning and Development), develop learning opportunities that build staff practice capability.
- In collaboration with Operations, inform and support the development of initiatives to measure and improve client outcomes and satisfaction.
- Inform the ongoing evaluation of clinical/practice governance and frameworks, practice models, tools, and processes to meet the changing needs of clients and the operating environment.
- Contribute to the organisational evaluation of service delivery to identify practice improvement opportunities.
- Promote and share professional practice with Operations teams and other areas of the business.
- Support incident investigations and contribute to best practice remediations.

Key outcomes

When things are going well, we would expect to see:

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- Staff at all levels of the organisation understand and are committed to evidence-informed practice approaches that are driven by the client voice, their experiences and perspectives.
- Staff use data alongside their practice wisdom and evidence informed frameworks to deliver high quality services.
- Staff can articulate the theory and frameworks that inform their practice.
- Services are recognised within the sector for practice excellence that delivers positive outcomes for clients.

Key Capabilities

Essential criteria

- Tertiary qualifications and operational experience in an area relating to The Benevolent Society's service delivery (Ageing and Carers, Disability Services and/or Child, Youth and Family).
- Demonstrated skills and practice wisdom in at least one speciality within your profession.
- Demonstrated understanding of (and experience working with) contemporary theoretical and clinical/practice frameworks.
- Demonstrated clinical/practice excellence, including client engagement skills and clinical reasoning.
- Experience working with individuals and groups to facilitate reflection, learning and best practice.
- Demonstrated ability to translate research and complex ideas into accessible practice resources/workshops.
- Experience evaluating current practice and finding practical solutions to build capability.
- Demonstrated ability to coach and mentor staff to build their skills in meeting diverse client needs.
- Demonstrated ability to build strong working relationships based on trust and collaboration, across all levels of the organisation and with external stakeholders.

Key attributes

- You believe that practice improvement is continuous and necessary for best client outcomes.
- Your interpersonal and communication skills are highly developed and sensitive to the needs of your audience.
- You are committed to working in collaboration with a high functioning team.
- You promote integrated ways of working and can undertake a leadership role within an integrated service model.
- You are committed to upholding Benevolent's values, professional standards and frameworks.

People who know this position say that

People who know this position say the things that might make your day are:

- Supporting Operations to achieve positive client outcomes, through increasing staff practice capability.
- Supporting staff to develop their professional practice and feel capable in their work.
- Being able to influence service delivery and contribute to improving service standards for clients.
- Being part of a high performing team who are engaged, satisfied and motivated to support clients experience excellence in service delivery.

People who know this position say some key challenges you might experience are:

- Managing stakeholder expectations within available resources.
- Working with diverse and geographically dispersed teams.

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- Managing your own time in an environment with competing priorities.
- Working within a structure where collaborative relationships are paramount.

Work and flexibility

While The Benevolent Society has great tools to connect us remotely, sometimes we will need to connect in person. This means we need to travel on occasion.

This position may require:

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| <input checked="" type="checkbox"/> Overnight travel/stays. | <input type="checkbox"/> Weekend work. |
| <input checked="" type="checkbox"/> Travel between office locations/regions. | <input checked="" type="checkbox"/> Evening work. |
| <input checked="" type="checkbox"/> Travel to clients (varied locations). | <input checked="" type="checkbox"/> Special event support. |
| <input type="checkbox"/> Use of own registered, insured (comprehensive) motor vehicle. | |
| <input checked="" type="checkbox"/> Use of TBS pool cars. | |

Key relationships

We work collaboratively with others. This position works closely with:

Within The Benevolent Society:

- Practice Team
- Directors, Operations
- Managers and Team Leaders
- Culture and Capability team
- Impact Data and Evaluation Team

Outside The Benevolent Society:

- Our clients and communities
- Other service providers and agencies