

The purpose of this position

The **purpose** of the position is to enhance staff practice (including clinical) capabilities, to support the delivery of great client experiences and better client outcomes. This position collaborates with Operations leaders to identify staff practice needs and, provides practice support that integrates broad contemporary practice and wisdom to a particular area of Operations.

About the position

- This position may sit within more than one 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 maybe advertised externally as Practice Partner.

Key areas of responsibility

- Support and resource Managers and other Operations leaders to build their practice leadership, to improve staff practice and client outcomes.
- Work closely with the nominated Area Management Team, to regularly reflect on and identify staff practice needs, and develop solutions that build staff capability and promote evidence-informed best practice.
- In collaboration with Operations leaders, coach, advise and provide on the job practice support to staff, so they better understand and apply practice frameworks, models and tools.
- Work with other business enabling functions (e.g. Risk and Quality; Impact, Data and Evaluation) to identify practice gaps and design practice improvement plans.
- Develop and implement practice workshops and resources that reflect best practice, are aligned with legislative and regulatory requirements, and respond to the changing needs of clients and the operating environment.
- Provide advice and support to Operations leaders and teams in relation to complex cases.
- Share practice insights with the Practice team to celebrate good practice, identify integration opportunities and respond to practice gaps.
- Collaborate and draw on the internal expertise of the Practice team to support interdisciplinary learning.
- Contribute to practice governance and support the work of the Practice team in other areas of Benevolent.
- Promote and share professional practice with Operations teams and other areas of the business.
- Champion the implementation of practice initiatives that enhance the client experience.

Key outcomes

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

- Operational staff understand and are committed to evidence-informed practice approaches that are driven by the client voice, 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.
- Staff are actively engaged in developing their practice and seek to share their practice experiences to support the learning of others.
- Services are recognised within the sector for practice excellence that delivers positive outcomes for clients.

Key Capabilities

Essential criteria

- Tertiary qualifications and significant operational experience in an area relating to Benevolent's service delivery (Ageing and Carers, Disability Services and/or Child, Youth and Family).
- Comprehensive knowledge of the sector, including legislation relevant to the area of practice.
- Demonstrated practice excellence, including client engagement skills and clinical reasoning.
- Demonstrated ability to maintain professional boundaries and build strong working relationships based on trust and collaboration, with internal and external stakeholders.
- Exceptional ability to coach, mentor and motivate leaders and staff to develop their practice in meeting diverse client and community needs.
- Experience evaluating staff practice and finding practical solutions to build capability.
- Experience working with individuals and groups to facilitate reflection, learning and best practice.
- Experience or commitment to working in an integrated way where staff and services actively collaborate.

Key attributes

- You take a broad organisational approach to practice.
- You can translate research and complex concepts into accessible practice workshops and tools.
- Your interpersonal and communication skills are highly developed and sensitive to the needs of your audience.
- You have demonstrated skill in understanding how people learn and in developing and facilitating workshops.
- You build strong working relationships based on trust and collaboration across all levels of the organisation and with external stakeholders.
- 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:

- Seeing staff generalise and apply their learning to similar client circumstances.
- Seeing staff develop and improve their practice to achieve better client outcomes.

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- Supporting staff to develop critical thinking skills and use excellent professional judgement in their work.
- Being part of a high-performing team who are engaged, satisfied and motivated to ensure 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, geographically dispersed teams and finding solutions that meet their needs.
- 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
- Community Partners
- Other service providers and agencies