

	Position Title: Senior Internal Consultant – Workplace Investigations		Team: People Culture and Information Systems		Region: Central
	Supervisor: Director, People Culture and Information Systems	Delegations and Authorities: In Line with Delegations Policy		Band: (A-F) E	Date Completed: June 2017

ORGANISATIONAL INFORMATION

OUR VISION AND FOCUS		ROLE CONTEXT
<p>All children should have a good childhood, growing up feeling safe, nurtured and with hope for the future.</p> <p>Berry Street chooses to work with children, young people and families with the most challenging and complex needs. We work across metropolitan, regional and rural Victoria.</p> <p>To achieve our Vision, Berry Street delivers a wide variety of programs, from those aimed at strengthening families and communities through to those that focus on helping people recover from the trauma of violence, abuse and neglect.</p> <p>We also engage government, other community organisations and the general public in child-focussed advocacy and knowledge sharing.</p>		<p>Berry Street is responsible for the care of the children and young people in our placements. As such, where incidents are reported that may involve poor quality of care, abuse of a client, neglect and/or unexplained injury a formal process of collecting information to ascertain the facts is commenced.</p> <p>Berry Street currently conducts these investigations for Residential Care using an objective person with investigative skills from outside the region, partnered with a local practice expert to assist. This role has been developed to accommodate moving this approach to investigations in to Home Based Care as well. The role will sit within the Human Resources Team and, whilst having a primary focus on Home Based Care may also undertake workplace investigations in other programs when required.</p> <p>Given the sensitive nature of our relationships with carers and our duty of care to our clients, this role will require empathy, excellent interview skills, the ability to identify key issues amongst a great deal of information and to write with clarity and purpose.</p>
OUR VALUES		PRIMARY OBJECTIVES OF THE ROLE
<p><i>Berry Street expects all staff to apply these Values in all aspects of their work.</i></p> <p><i>Courage:</i> To be the best we can be and to never give up</p> <p><i>Integrity:</i> Expect a personal and organisation commitment to honesty</p> <p><i>Respect:</i> Acknowledge the importance of each person's heritage, traditions, identity, needs and aspirations</p> <p><i>Accountability:</i> Be responsible for our own actions</p> <p><i>Working Together:</i> Work with our clients, each other and our colleagues to share knowledge, ideas, resources and skills</p>		<p>This role is founded on strong relationships with Senior Managers running our programs, providing advice and support to programs regarding the process of managing allegations and conducting investigations. The primary objectives of the role include:</p> <ul style="list-style-type: none"> • Screening of incidents for investigation • Undertaking investigations and making recommendations • Completing investigation reports and outcome letters
		REPORTING RELATIONSHIPS
		<p>This role is part of the PCIS Leadership Team and reports to the Director – People Culture and Information Systems who will provide supervision and review.</p> <p>The role is based at Richmond but includes regular visits to other locations in metro Melbourne and in Regional Victoria.</p>

KEY SELECTION CRITERIA

KNOWLEDGE, SKILLS AND ABILITIES REQUIRED TO FULFIL THE ROLE

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| <ul style="list-style-type: none"> • Demonstrated skills and experience relevant to working with statutory clients • An ability to interpret legislation and regulations, together with policy and procedure as it pertains to out of home care • Excellent communication and interpersonal skills, including interviewing, and report writing • An ability to interact proactively with management and staff at all levels of the organisation and to negotiate and influence outcomes • Experience undertaking complex investigations. • Demonstrated competence in conceptual, analytical and problem solving skills • Excellent written and oral communication skills (including public speaking, presentations, analytical report writing and facilitation skills). | <ul style="list-style-type: none"> • Well developed organisational and administrative skills, including strong attention to detail and the ability to prioritise and control own workload • Well developed computer literacy. • Demonstrated capacity to effectively communicate, promote and uphold organisational values and to demonstrate discretion and confidentiality • Demonstrated understanding of and commitment to the principles of equity, diversity, continual improvement, risk management and occupational health and safety. • Demonstrated ability to flexibly manage competing priorities and stressful situations, monitoring own stress levels and practicing and promoting self-care strategies. |
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QUALIFICATIONS AND OTHER REQUIREMENTS

- Relevant qualifications in a related field or equivalent and/or extensive experience in the field;
- Staff must hold a valid WWCC, current drivers licence at all times and undergo a Criminal Records Check prior to employment. Subsequently, staff must report any criminal charges or court appearances.

DESIRABLE

- Experience working in an out of home care setting and to have experience in working with carers and staff is desirable.

KEY ACCOUNTABILITIES AND RESPONSIBILITIES

ACCOUNTABILITY	SPECIFIC RESPONSIBILITY
Internal Consulting	<ul style="list-style-type: none"> • Provide a consultancy and advisory service to Team Leaders, Senior Managers and staff (where appropriate) regarding practice related concerns that may form the basis of quality of care reporting. • Communicate regularly with the leadership groups in Programs and Regions regarding reporting requirements • Assist practice based staff in the delivery of messages related to the delivery of messages regarding allegations and other matters associated with the investigation • Conduct incident reviews as required. Incident reviews can be case reviews or root cause analysis • Assist with training of program staff with regards to appropriate reporting, interview techniques, incident reviews
Initial screening for Home Based Care	<ul style="list-style-type: none"> • Screen all reported incidents in ERIN within 72 hours • With relevant parties, consider appropriate course of action following notification of a concern • Create initial documentation including the reason for action or inaction and refer as appropriate and ensure this information is communicated to all relevant parties including Directors and DHHS
Investigations	<p>Whilst the role will primarily focus on investigations pertaining to Home Based Care there may be other investigations required of this role at different times. This might include, but is not limited to, investigations as a result of reportable conduct notifications and investigations in other programs.</p> <ul style="list-style-type: none"> • Ensure all investigations follow procedural fairness • Observe confidentiality and privacy in all investigations • Conduct interviews including child and young person interviews where appropriate • Gather and review all appropriate information, documents, policies and procedures to be examined as part of the investigation • Form findings and recommendations for the consideration of the Director PCIS and the Regional Director or their delegate. • Finalise all investigation reports within 3 days of receiving the last piece of information pertaining to the investigation. • Ensure all investigations are completed within 28 days. Any exceptions to be uplined to Director PCIS and DOS. • Provide investigation report to the relevant DHHS divisional office for endorsement • Follow up with relevant area to ensure that recommendations have been actioned

Other

- Assist with the development of new Policies, Procedures, Forms and Tools as required
- Participate in relevant organisational meetings
- Provide reports in agreed format to supervisor
- Berry Street supports White Ribbon, Australia's campaign to stop violence against women. There is an expectation that staff never commit, excuse or remain silent about violence against women.
- Berry Street are committed to the safety, participation and empowerment of all children, including those with a disability and culturally and/or linguistically diverse backgrounds. Berry Street are also committed to cultural safety, inclusion and empowerment of Aboriginal children, their families and communities.
- Other duties as directed

CONDITIONS OF EMPLOYMENT

1. This position is for 76 hours per fortnight.
2. You will initially be employed at the Richmond office. You may be required to work from other Berry Street sites (on a temporary or permanent basis) as directed from time to time. As the role is required to partner with managers there is a requirement for work at other Berry Street offices. The main offices that you would be expected to attend are Eaglemont, Clayton, Morwell and Shepparton.
3. Terms and conditions of employment are in accordance with the Berry Street Victoria Enterprise Agreement, which includes above Award payments and eligibility for remuneration packaging. Salary packaging is available to full-time and 0.8 staff to a maximum value of \$15,899 and a maximum value of \$12,000 to all other permanent part-time staff, in line with our Salary Packaging policy.
4. The base salary for this position is commensurate with experience but is likely to sit between \$95,000-\$100,000. The value of the salary can be increased through salary packaging.
5. This role comes with full private use of a Berry Street vehicle.
6. Superannuation will be paid according to Superannuation Guarantee into a compliant fund of your choice or into HESTA Superannuation Fund.
7. The successful applicant will be required to undergo satisfactory pre-employment checks, including 2 professional referees, a pre-existing injury/disease declaration, a criminal records check and proof of identity and qualifications.
8. The successful applicant will initially be employed for a probationary period of 3 months. During this period, either party can terminate employment with one week's notice. A probationary review before 3 months will be undertaken
9. Under Victorian WorkCover legislation, it is the applicant's duty to advise Berry Street of any pre-existing medical condition, which could be aggravated by the type of employment for which they are applying. The existence of a medical condition will not preclude you from employment, unless you are unable to perform the inherent requirements of the position. However failure to disclose any relevant injury or disease will jeopardise any entitlement you may otherwise have for a work-related aggravation of that non-disclosed pre-existing condition.
10. Berry Street has a smoke-free workplace policy.

INHERENT REQUIREMENTS OF WORK ACTIVITIES / ENVIRONMENT

Following is a table that outlines the main physical and psychological requirements of the position.

Element	Key Activity	Frequency
Work Environment	Manage demanding and changing workloads and competing priorities.	Daily
	Work in a team environment.	Daily
	Work in different geographic locations.	Daily
	Work office hours with the possibility of extended hours.	Regularly
	Work in an open plan office.	Daily
	Work in buildings which may be two-storey.	Daily
	Wear personal protective equipment (eg: rubber gloves) to provide protection from potential infectious and hazardous substances.	Occasional
	Sit at a computer or in meetings for extended periods.	Daily
	Present at court and other jurisdictions.	Occasionally
Manual Handling	Undertake manual handling (eg: lifting, moving, transferring, twisting, restraining, supporting) of clients.	Occasional
People Contact	Liaise with government, non-government and community organisations.	Daily
	Interact with members of the public who may display the full range of emotional expressions, including parents, partners, significant others, family members, advocates, doctors, police.	Regularly
	Work with clients who may have a physical or sensory disability.	Regular
	Facilitate access to specialist, generic and community services.	Daily
	Interact with clients and members of the public who could display verbal or physically challenging behaviour.	Regularly
Administrative Tasks	Undertake administrative tasks which may include the following: computer work, writing reports, participating in meetings, concentrating for long periods of time, managing resources and budget and researching and analysing information and data.	Daily
	Use technology including photocopier, telephones including mobiles, fax, overhead projectors, televisions, videos, electronic Whiteboards.	Daily
Transport	Drive vehicles possibly over long distances and in all traffic and weather conditions.	Daily
	Use public transport including trains, buses, trams and taxis.	Occasional

	Drive vehicles with possible distractions from client behaviour, verbal or physical.	Daily
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