

	<b>Position Title:</b> Director Knowledge and Outcomes		<b>Team:</b> Organisational Effectiveness		<b>Region:</b> Central
	<b>Supervisor:</b> Executive Director, Organisational Effectiveness	<b>Delegations and Authorities:</b> In Line with Delegations Policy	<b>Band:</b> E	<b>Date Completed:</b> February 2019	

## ORGANISATIONAL INFORMATION

Our Vision and Focus	Role Context
<p><b>We believe children, young people and families should be safe, thriving and hopeful.</b></p> <p><b>Our Vision for 2022: Together we will courageously change lives and reimagine service systems</b></p> <p>For over 140 years, Berry street has adapted to a changing world, and we will continue to adapt to achieve our purpose. By 2022, we will have advanced our aspiration: together we will courageously change lives and reimagine service systems. We will listen to, and work alongside children, young people and families and our actions will be informed by their views and needs.</p> <p>Berry Street will continue to be a strong and independent voice for the children, young people and families with whom we work. In collaboration with others, we will advocate for increased government investment in early intervention and prevention services that enable families to be safe and stay together.</p> <p>We will use approaches that are culturally safe and informed by the best evidence available. We will measure and learn from the impact of our work, and we will continually contemporise our models of practice. Our purpose-driven approach will foster a culture of positivity and accountability, and we will engage with our people and service users through new digital channels and innovative approaches.</p> <p><b>We look forward to working with children, young people, families, carers, staff and partners to achieve this vision. Together.</b></p>	<p>The newly created Organisational Effectiveness Team is responsible for looking at new ways of working and new systems that will support Berry Street's service delivery and ongoing commitment to quality improvement. This newly created role will have senior oversight of information and knowledge management systems that are able to capture, share, analyse and report on data and client outcomes. The Director will work closely with other Senior Managers in the Organisational Effectiveness Team to ensure best practice approaches to the management of risk, and the creation of systems and support programs that will support staff to learn and adapt to the changing work environment and needs of children and service users. The Team will also implement and support the frameworks we will need to standardise practice and measure and report on client and organisational outcomes.</p> <p>The Director Knowledge and Outcomes is a key leadership role and is responsible for the implementation of an Outcomes Framework; delivery of an evaluation program; the development and implementation of a knowledge management strategy; management of the Client Information System (CSnet); and Information and Records Management</p> <p>The role requires an inspiring leadership presence, a highly collaborative approach and a deep understanding of the development and implementation of contemporary knowledge management systems and outcomes frameworks.</p>
<p><b>Our Values</b></p> <p>Berry Street expects all staff to apply these Values in all aspects of their work.</p>	<p><b>Primary Objectives of Role</b></p> <p>The primary objectives of the role are to:</p> <ul style="list-style-type: none"> <li>• The creation and implementation of an organisational Outcomes Framework, including guiding Practice Principles, integration of evidence-based practice models and the delivery of a Berry Street Evaluation Program</li> <li>• Development and implementation of a new Knowledge Management Strategy, including a review of current information sharing and the creation of a new practice-based knowledge sharing system</li> <li>• Management of Berry Street's Client Information Management System (CSnet) and ongoing training and support requirements</li> </ul>

<p><b>Courage:</b> <i>To be the best we can be and to never give up</i></p> <p><b>Integrity:</b> <i>Expect a personal and organisation commitment to honesty</i></p> <p><b>Respect:</b> <i>Acknowledge the importance of each person's heritage, traditions, identity, needs and aspirations</i></p> <p><b>Accountability:</b> <i>Be responsible for our own actions</i></p> <p><b>Working Together:</b> <i>Work with our clients, each other and our colleagues to share knowledge, ideas, resources and skills</i></p>	<ul style="list-style-type: none"> <li>• Oversight of Berry Street's Information and Records Management service</li> <li>• Development of new organisational reporting streams integrating both client and organisational data and analytics</li> <li>• Creation of learning and practice improvement forums to support regional staff in quality information management and knowledge sharing practices</li> <li>• Lead Berry Street's response to government information and data sharing policies</li> </ul> <p><b>Reporting Relationships</b></p> <p>This role is based at our Richmond office and reports to the Executive Director, Organisational Effectiveness. The role is part of the Organisational Effectiveness Leadership Team and oversees the:</p> <ul style="list-style-type: none"> <li>• CSnet Project Lead</li> <li>• Manager Information and Records Management</li> <li>• Manager Outcomes and Evaluation</li> <li>• Manager Client Data and Analytics</li> <li>• Knowledge Management Consultant</li> </ul>
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## EXPECTATIONS

- Conduct oneself in accordance with the Berry Street Code of Conduct which is underpinned by the values of accountability, courage, integrity, respect and working together within the principles of continuous improvement and occupational health and safety.
- Berry Street is committed to the principles of social justice. We aim to ensure every individual is treated with dignity and respect regardless of their cultural background, ability, ethnicity, gender identity, sexual orientation, spirituality or religion.
- 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 is committed to being a child safe, child friendly and child empowering organisation. In everything we do we seek to protect children. We are committed to the cultural safety of Aboriginal and Torres Strait Islander children; children from culturally and/or linguistically diverse backgrounds; children with a disability; children who identify with a sexual and or gender minority identity.

## KEY SELECTION CRITERIA: KNOWLEDGE, SKILLS AND ABILITIES REQUIRED TO FULFIL THE ROLE

- Demonstrated experience in developing and implementing an organisational outcomes framework in a complex and diverse organisation
- Demonstrated experience in the development and implementation of a knowledge management strategy with a focus on driving a change of organisational behaviour as it relates to data and knowledge
- Highly developed conceptual and analytical skills with the ability to critically analyse a range of complex information sources and systems overlaid with organisational maturity and culture
- Highly developed leadership and influencing skills commensurate with seniority and strategic importance of this position
- High level understanding and technical expertise of knowledge management systems and practices
- Ability to recognise problems/issues, analyse, formulate and implement appropriate solutions
- Knowledge of strategic management practices and principles relevant to knowledge management
- Demonstrated project and task management, sound decision making, organisational skills, including strong attention to detail, the ability to analyse and assess information and the proven capacity to deliver on multiple, competing and varied tasks within mandated timeframes.
- Excellent report writing, documentation, administrative and organisational skills and computer literacy
- Ability to work collaboratively and respectfully across a wide range of people

Qualifications and Other Requirements		Desirable
<ul style="list-style-type: none"> <li>• Relevant post graduate qualification in human services or equivalent field</li> <li>• At least 5 years' leadership experience in a complex and diverse community based services organisation</li> <li>• Track record of success in achieving organisational outcomes in knowledge management and outcomes frameworks</li> <li>• Staff must hold a valid WWCC, current driver's license at all times and undergo a Criminal Records Check prior to employment. Subsequently, staff must report any criminal charges or court appearances.</li> </ul>		<ul style="list-style-type: none"> <li>• Experience in the Child and Family Services sector</li> <li>• Experience in direct service delivery</li> </ul>
KEY ACCOUNTABILITIES AND RESPONSIBILITIES		
Accountability	Specific Responsibility	
<b>Outcomes Framework</b>	<ul style="list-style-type: none"> <li>• The creation and implementation of an organisational Outcomes Framework, including guiding Practice Principles, integration of evidence-based practice models and the delivery of a Berry Street Evaluation Program</li> </ul>	
<b>Knowledge Management</b>	<ul style="list-style-type: none"> <li>• Development and implementation of a new Knowledge Management Strategy, including a review of current information sharing and the creation of a new practice-based knowledge sharing system</li> <li>• Responsible for developing, supporting and facilitating knowledge and information management</li> <li>• Management of Berry Street's Client Information Management System (CSnet) and ongoing training and support requirements</li> <li>• Oversight of Berry Street's Information and Records Management service</li> <li>• Development of new organisational reporting streams integrating both client and organisational data and analytics</li> <li>• Creation of learning and practice improvement forums to support regional staff in quality information management</li> </ul>	
<b>Leadership</b>	<ul style="list-style-type: none"> <li>• Lead Berry Street's response to government information and data sharing policies</li> <li>• Lead, inspire and mentor a team of knowledge management and outcomes professionals</li> <li>• Develop an understanding of and capacity for knowledge management and outcomes frameworks throughout the organisation</li> <li>• Play a key leadership role in the Organisational Effectiveness team, building a positive, can-do culture and instilling our values of courage, integrity, respect, accountability and working together</li> <li>• Build excellent relationships with internal stakeholders across the organization to ensure department and team objectives can be met</li> <li>• Represent Berry Street to external stakeholders and relevant professional forums and networks</li> <li>• Provide support, coaching and mentoring to staff, monitoring workloads and identifying training and development opportunities</li> </ul>	

	<ul style="list-style-type: none"> <li>• Convey the application of Berry Street Values through modelling behaviour and using organisational and department goals to guide work planning and prioritisation</li> </ul>
<b>Other</b>	<ul style="list-style-type: none"> <li>• Keep abreast of relevant industry developments and ensure Berry Street's activities are consistent with these</li> <li>• Represent Berry Street in sector and departmental risk management forums and networks</li> <li>• 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</li> <li>• 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.</li> <li>• Other duties as directed</li> </ul>

## CONDITIONS OF EMPLOYMENT

1. This position may be required to work additional hours as necessary, in accordance to terms and conditions within the contract of employment.
2. You will initially be employed at our Central Office. You may be required to work from other Berry Street sites (on a temporary or permanent basis) as directed from time to time.
3. Terms and conditions of employment are in accordance with the contract of employment. Salary packaging up to \$15,900 is available to Berry Street employees who meet the eligibility criteria outlined in our Salary Packaging Policy.
4. The remuneration package for this position is negotiable, commensurate with experience and qualifications. The value of the salary can be increased through salary packaging.
5. This position includes an all-inclusive annual motor vehicle allowance of \$10,500 (pro rata) and no other claims for motor vehicle costs can be made to Berry Street. It is expected that the employee's personal vehicle fulfils all work-related purposes and, as a result, no work related travel costs or access to pool cars will be provided. Please refer to the Motor Vehicle Policy for further information.
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 3 professional referees for Senior Managers, a pre-employment health declaration, a criminal records check and proof of identify and qualifications.
8. The successful applicant will initially be employed for a probationary period of 5 months. During this period, either party can terminate employment with one week's notice. A probationary review before 5 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
<b>Work Environment</b>	Manage demanding and changing workloads and competing priorities.	Daily
	Work in a team environment.	Daily
	Work in different geographic locations.	Regular
	Be exposed to all outdoor weather conditions.	Regular
	Work in unstructured environments (e.g. outreach).	Regular
	Work office hours with the possibility of extended hours.	Regular
	Work in an open plan office.	Daily
	Work in buildings which may be two-storey.	Regular
	Sit at a computer or in meetings for extended periods.	Daily
	Work in an environment with competing demands.	Daily
	Present at court and other jurisdictions.	Occasional
<b>People Contact</b>	Liaise with government, non-government and community organisations.	Daily
	Work with clients who may have a physical or sensory disability.	Regular
	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.	Regular
	Interact with clients and members of the public who could display verbal or physically challenging behaviour.	Regular
	Facilitate access to specialist, generic and community services.	Daily
	Undertake training and professional development activities.	Regular
<b>Administrative Tasks</b>	Undertake administrative tasks which may include the following: computer work, filing, writing reports, case notes/plans and client records, 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, and electronic whiteboards.	Daily
<b>Transport</b>	Drive vehicles possibly over long distances and in all traffic and weather conditions.	Regular