

	Position Title: Lead – Investigations		Team: Organisational Effectiveness		Region: Central
	Supervisor: Senior Manager Investigations, CIMS, Redress	Delegations and Authorities: In Line with Delegations Policy		Band: E	Date Completed: January 2019

ORGANISATIONAL INFORMATION

OUR VISION AND FOCUS		ROLE CONTEXT	
<p>We believe children, young people and families should be safe, thriving and hopeful.</p> <p>Our Vision for 2022: Together we will courageously change lives and reimagine service systems.</p> <p>For over 140 years, Berry Street has adapted to a changing world, and we will continue to adapt to achieve our purpose.</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 investment in early intervention and prevention services that enable families to be safe and stay together. 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.</p> <p>We look forward to working with children, young people, families, carers, staff and partners to achieve this vision. Together.</p>		<p>The Lead for CIMS Investigations has been established in response to the implementation of the new Client Incident Management system by DHHS and the requirement that CSO's undertake actions to review or investigate all major incidents. This role will oversee investigations taken across all regions and all out of care programs by a team of Internal Consultants. The role will be working as part of the Risk team within the wider Organisational Effectiveness Team, who have responsibility for all incident reporting and liaising closely with Directors and Senior Managers in all regions.</p>	
OUR VALUES		PRIMARY OBJECTIVES OF THE ROLE	
<p>Berry Street expects all staff to apply these Values in all aspects of their work.</p> <p>Courage: To be the best we can be and to never give up</p> <p>Integrity: Expect a personal and organisation commitment to honesty</p> <p>Respect: Acknowledge the importance of each person's heritage, traditions, identity, needs and aspirations</p> <p>Accountability: Be responsible for our own actions</p> <p>Working Together: Work with our clients, each other and our colleagues to share knowledge, ideas, resources and skills</p>		<p>The Lead – CIMS Investigations has the primary objective of providing supervision of investigations associated with major incidents, ensuring they are completed within the required time frame and capturing organisational learnings in a manner that can be actioned for improvement at both individual and organisation wide level. This role will also build capacity with Berry Street staff in implementing proactive and preventative actions identified through investigations.</p>	
		REPORTING RELATIONSHIPS	
		<p>The role is based at our Richmond Office, although it may operate out of other offices from time to time. Reporting to the Senior Manager Investigations, CIMS, Redress the role has a team of two direct report Internal Consultant Investigation roles. This team works in conjunction with the Quality team.</p>	

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 overseeing as well as undertaking complex investigations, with experience in interviewing of alleged victims and witnesses (with a particular focus on vulnerable individuals including children and young people of Aboriginal and/or Torres Strait Islander or culturally diverse backgrounds, and children and young people with a disability)
- Experience in managing and leading teams, providing support and guidance in prioritising and managing workloads
- Demonstrable conceptual, analytical and problem-solving skills, the ability to assess complex information, identify practice and technical issues arising from investigations and case reviews, and work with a range of internal and external stakeholders to develop and implement creative, innovative and flexible solutions.
- Strong and clear investigative skills with logical thinking and experience in interpreting responses and reading people well
- Knowledge and practical application of legislation, practices and procedures related to statutory out-of- home-care and Child Safety standards
- Strong analytical and reporting skills.
- 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 and investigation.
- A strong understanding of the DHHS Client Incident Management Policy and its application to case reviews within the Out -Of-Home Care sector
- Ability to work collaboratively and respectfully across a wide range of people
- Excellent time management skills and the ability to manage a high workload, deadlines and many competing tasks.
- Demonstrated understanding of and commitment to the principles of continuous quality improvement and effective risk management
- Resilience, tenacity and compassion to support children and families living in varied and challenging circumstances
- Demonstrated ability to flexibly manage competing priorities and stressful situations, monitoring own stress levels and practicing and promoting self-care strategies

QUALIFICATIONS AND OTHER REQUIREMENTS

- Relevant qualification in legal studies, investigations or equivalent field
- Certificate IV or Diploma in Government (Investigations)

DESIRABLE

- Experience working with RiskMan (Berry Street's Electronic Quality and Risk Management System) CSNet and Wiki systems

<ul style="list-style-type: none"> • Diploma of Community Services Work or similar qualification (which includes a primary focus on child development, human behaviour, family dynamics and/or impact on trauma) • A recognised social work degree or similar welfare or behaviour related degree which includes a primary focus on child development, human behaviour, family dynamics and/or impact on trauma, and preferably a practical component such as a counselling or case work practice • 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. 	<ul style="list-style-type: none"> • Experience in Out of Home Care Services and/or policy environments.
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KEY ACCOUNTABILITIES AND RESPONSIBILITIES

ACCOUNTABILITY	SPECIFIC RESPONSIBILITY
Investigations	<ul style="list-style-type: none"> • Oversee and monitor the conduct of initial discussions regarding critical incidents, including writing down information and following up by creating an investigation if necessary • Provide feedback and support to Investigations Consultants as required • Conduct complex investigations • Ensure risk assessments regarding critical incidents are conducted and plans developed to ensure the safety and wellbeing of affected clients • Oversee the conduct of investigation interviews with staff, children and carers as identified as necessary • Provide expert advice and guidance to programs and practitioners in relation to work with children and families • Provide case consultation and technical input on complex cases • Ensure organisation policies and procedures are complied with and ensure child safety at all times • Ensure high quality investigation reports are prepared showing objective, considered and coherent analysis of evidence and sound recommendations • Ensure client files are reviewed with case methodology developed and summaries of key themes and evidence produced within them for the purposes of the review. • Lead the identification and review of other key documents relevant to an investigation. • Ensure effective working relationships are established and maintained as well as active participation in meetings with various staff cohorts and government and non-government services providers • Liaise with Internal Consultant- Practice Quality to provide data and reports as requested. • Liaise with DHHS and other interested stakeholders regarding process and findings of investigations undertaken within the role • Ensure sound rationale is developed to support the recommendations made as part of an investigation, recommending these to the relevant director for approval. • Ensure investigation recommendations are followed up to assist promotion of quality and best practice principles.

	<ul style="list-style-type: none"> • Ensure investigations are completed in line with required timeframes. • Lead the presentation of investigations findings to a variety of audiences as required in a sensitive but clear and concise manner. • Establish and maintain effective working relationships and actively participate in meetings with various staff cohorts and government and non-government services providers • Ensure all accreditation and compliance standards are met • Ensure relevant Occupational Health and Safety standards are complied with
Incident Reporting and Analysis	<ul style="list-style-type: none"> • In conjunction with the Quality team, lead the analysis of investigations and report on themes where present • In conjunction with the Quality team, lead the establishment, implementation and monitoring of systems and processes to ensure the analysis of investigation information • In conjunction with the Quality team, lead the development of briefings for the Quality and Risk board Sub Committee regarding investigations and their analysis
Quality Improvement	<ul style="list-style-type: none"> • In conjunction with the Quality team and operations across the organisation, lead the implementation of key improvements to investigations reviews • In conjunction with the ED Organisational Development and the Senior Manager Corporate Quality and Risk, lead the provision of information and data to support the advocacy of improvements to the CIMS systems • Develop and promote relevant tools and resources with an aim to ensure best practice within the Investigations and Case Reviews teams
Leadership	<ul style="list-style-type: none"> • Lead and mentor a team of Case Reviews Consultants • Build excellent relationships with internal stakeholders across the organization to ensure department and team objectives can be met • Provide support, coaching and mentoring to staff, monitoring workloads and identifying training and development opportunities • Convey the application of Berry Street Values through modelling behaviour and using organisational and department goals to guide work planning and prioritisation
General	<ul style="list-style-type: none"> • Undertake project work as required • Undertake training development and delivery as required • Participation in relevant organisational meetings • 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 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 2 professional referees, 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 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.	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
People Contact	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
Administrative Tasks	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
Transport	Drive vehicles possibly over long distances and in all traffic and weather conditions.	Regular