

## POSITION DESCRIPTION: PRACTICE SPECIALIST THERAPEUTIC SERVICES

<b>Position Description</b>	This position exists to manage, support & develop all child, couple, and family counselling programs across the state. Along with other practice leader and practice development specialists, this position leads the professional workforce within RANSW. The position works to ensure that RANSW has a brand and reputation for excellence in the implementation, supervision and development of therapeutic services.
<b>Divisional focus areas</b>	<p><b>Practice Quality and Innovation</b> will influence and support the delivery of service excellence across the organisation. Staffed by experts in professional practice, the Division will closely align with the strategic forward focus of the organisation and developments in the community. It is responsible for ensuring quality and compliance in all practice areas, and providing thought leadership to the organisation and external stakeholders. The Division will:</p> <ul style="list-style-type: none"> <li>• Focus on development and innovation;</li> <li>• Articulate theories of change on which service delivery is designed; ensuring that services are benchmarked against research evidence</li> <li>• Lead the transfer of research into practice and policy;</li> <li>• Lead the professional development strategy;</li> <li>• Ensure policies and procedures reflect best practice and legislation;</li> <li>• Work collaboratively with Managers to secure supervision resources to ensure excellent practice in their Centres;</li> <li>• Provide expertise that assists with building skills, working with complex client circumstances, and actively supporting the supervision being provided within the Centre.</li> <li>• Work with all other divisions collaboratively and collegially to ensure the success of RANSW.</li> </ul>
<b>Reports to:</b>	EGM Practice Quality & Innovation
<b>Direct Reports:</b>	NIL
<b>Position Liaises with:</b>	<p><b>Internally:</b> All members of the Practice Quality and Innovation Division, Team Leaders in the Practice Area.</p> <p><b>Externally:</b> Interagency &amp; governmental networks in the practice area</p>
<b>Location:</b>	Central Office

Strategic Goals	Areas of responsibilities	Key Performance Indicators
<b>Client Focus</b>	1. Design, develop and review of quality policies and practices to drive the implementation of best practice by RANSW practitioners.	<p>1.1 Ensure that quality of client services is maintained and enhanced by contributing to research and identifying opportunities for improvement and innovation as part of the organisation's commitment to quality customer service.</p> <p>1.1.1 Design models of practice that are evidence based on current research findings.</p> <p>1.1.2 Developing and reviewing policy, procedures and documentation with regards to therapeutic services at RANSW.</p> <p>1.1.3 Ensure that RANSW's therapeutic service practice and programs are aligned with sector developments and progressions.</p> <p>1.1.4 Ensure the implementation and maintenance of service delivery standards, quality, performance and legal compliance.</p> <p>1.1.5 Monitor, correct and report on the performance, development and quality performance standards, including client feedback and complaints for designated services</p> <p>1.1.6 Lead the successful completion of a schedule of audits of the work of the practice area.</p> <p>1.2 Provide professional support and quality assurance through supervision of Supervisors.</p> <p>1.3 In consultation with EGM and Practice Leaders, influence and support workforce development in your practice area.</p> <p>1.4 Provide support to service delivery staff through the development and implementation of appropriate systems and resources for service delivery.</p> <p>1.5 Promptly manage, resolve and report on client complaints and incidents, record and retain information that can be used to analyse and determine areas for improvement.</p> <p>1.6 Contribute and participate in the identification, initiation and implementation of research projects and the application of research for service improvement.</p>
	2 Support the organisational strategy in relation to promotion, awareness and advocacy as agreed by the Leadership Team.	<p>2.1 Actively contribute to RANSW profile building through relevant strategic networks, research, media, conference presentations and attendance and policy development.</p>

Strategic Goals	Areas of responsibilities	Key Performance Indicators
	<p>3 Drive an agenda of innovation and excellence in the practice and services provided to clients.</p>	<p>2.2 Participate in and influence internal/external committees, where experience or qualifications are required and/ or beneficial.</p> <p>3.1 Align business objectives with practice to ensure viability of services utilising innovative solutions including technology and new practices.</p> <p>3.2 Foster and progress strategic partnerships in service of enhanced interventions with clients.</p> <p>3.3 Deliver quality professional work with selected client and community groups. In particular, to lead and monitor child inclusive practice.</p> <p>3.4 Provide credible, contemporary advice and direction to EGM and Practice Leaders on clinical practice direction, innovation and policy development.</p> <p>3.5 Seek out changes to practice and innovations that would assist in improved and more effective service delivery that deliver positive outcomes for our clients.</p> <p>3.5.1 Develop innovative services utilising varied methodologies and technologies, and driven by evidence based practice.</p> <p>3.5.2 Work collaboratively with other practice leads and specialists in the Division to ensure a coherent, cutting-edge range of service to the public.</p> <p>3.5.3 Work with Managers and Senior Management to enhance the practice, program and service development of therapeutic services and co-ordinate and support effective team work between service workers across RA regions and centres.</p> <p>3.6 Utilise well developed business acumen and experience in balance to meet business sustainability objectives.</p>
People	<p>1. Support RANSW initiatives for staff and align resources to optimise service delivery</p>	<p>1.1 Provide professional training/ supervision in AIRS and other internal and external training courses.</p> <p>1.2 Contribute to the development and maintenance of a performance-based culture through efficient and effective supervision, skills assessments for recruitment and performance management and provision of staff development as required.</p>

Strategic Goals	Areas of responsibilities	Key Performance Indicators
<b>Sustainability</b>	<ol style="list-style-type: none"> <li>1. Manage accountability, governance and risk management across the Portfolio to ensure delivery in line with Code of Conduct, Risk Management Framework and other relevant policies</li> <li>2. Identify and utilise opportunities to improve the brand of the organisation in consultation with members of the Leadership Team and your Division.</li> </ol>	<ol style="list-style-type: none"> <li>1.1 In conjunction with the EGM and Practice Leaders, influence and support the direction and policy development in critical areas of practice.</li> <li>1.2 Provide timely, accurate and relevant internal/external reports as required by the RGM/CEO/Auditors and government departments.</li> <li>1.3 Demonstration of safe work practices including identification and reporting of hazards/workplace incidents as they occur.</li> <li>1.4 Ensure that the Leadership Team is well and fully informed on all aspects of the operations, including any risks to the organisation.</li> <li>1.5 Ensure all policies and procedures within the scope of the role are up to date and enforced across the organisation.</li> <li>2.1 Participate and contribute to Special Projects as identified by the EGM.</li> <li>2.2 Represent the services at an organisational level as required</li> <li>2.3 Oversee &amp; report on data collection for the practice area.</li> </ol>

## KEY COMPETENCIES

- **Leadership skills** - the ability to influence Senior Management, Practice Leaders, Practice Specialists and Practice staff; act as a role model; build strong relationships and drive on divisional strategy; can quickly establish credibility and respect; demonstrates maturity and professionalism.
- **Inspiring others** – creates a climate in which people are driven to do their best. Motivates and empowers others in the workplace, acknowledges the contribution of all staff to the achievement of the strategy
- **Interpersonal and Communication Skills** – ability to inspire confidence of the EGM Practice Quality and Innovation , Leadership Team, General Managers, Practice Leaders and staff through the timely delivery of advice and information; demonstrates an understanding of different behavioural styles in order to work in collaboration with a variety of people to make informed decisions
- **Knowledge** – A high level of practice knowledge at a senior level along with specialised knowledge and the ability to apply this to a variety of situations using a pragmatic and common sense approach; is able to assess the facts, identify opportunities, assess the risks and make recommendations in relation to innovation and improvement of clinical programs and initiatives; ability to work to strict deadlines and adapt to changing conditions
- **Team Player** - Displays willingness to work as part of a group, as opposed to working separately or competitively; Creates group synergy by pursuing collective goals & takes on leadership role where required.
- **Self-Motivated** - Self-starter with organisational and time management skills; Ability to self-motivate and multi-task and work independently; Aptitude to think on your feet and produce practical answers; Proactive, shows initiative & leads by example, ensuring staff are accountable.
- **Business Acumen** – Knows how business works, knowledgeable in current and possible future policies, practices, trends, technology and information affecting the business and organisation.

## SELECTION CRITERIA

### Mandatory Qualifications

- Qualifications in Psychology, Social Work, Social Science, Welfare or related discipline, ideally to post graduate level.
- Post graduate qualifications in therapeutic practice incorporating a range of modalities and interventions.
- Supervision qualification
- Extensive expertise across a range of client services, most particularly child, couple and family therapy,
- Supervision experience, equivalent to 3-5 years.
- Experience in a broad range of practice theory, governance and practice models aligned with RANSW frameworks.
- A clear and current understanding of the professional and legal requirements relevant to the position
- Demonstrated skill in identifying opportunities for improvement and innovation in the practice area
- Proven ability to lead and influence staff and stakeholders, with confidence and inclusivity in the workplace
- Excellent communication skills - verbal and written including presentation skills
- Ability to influence and advocate for clients and/or staff and with stakeholders in a professional manner
- Planning, organisational and administrative skills, including computer skills
- Self-management and commitment to learning and development
- National Criminal History Check clearance
- Working with Children Check Clearance