

Position description

Title	Practice Excellence Partner
Reports to	National Manager, Service Excellence – Safety & Resilience
Classification & Salary	SCHCADS Level 6 (plus super and salary packaging)
Employment Status	Full time, Ongoing
Primary Location	La Trobe St Melbourne
Date	June 2021

Good Shepherd Australia New Zealand (GSANZ)

Our three-year strategy outlines the world we want to see and our role advancing in it. It also speaks to the positive impact we will deliver to support women, girls and families to be safe, secure, strong and connected. We are committed to tackling the issues of our time which adversely affect them. We work to advance equity and social justice and support our communities to thrive.

We seek to increase economic participation and wellbeing, to build resilience, improve safety and bring about system change. We offer microfinance programs and products, financial counselling and coaching, family violence support, family and youth programs, playgroups, education programs and community houses. These services are complemented by research and advocacy to address the underlying structural causes of injustice, exclusion, and inequality.

Role Purpose

This role is part of the Continuous Quality Improvement team and will support the development and implementation of practice excellence initiatives and requirements including MARAM, Child Safety and Good Shepherd best practice service delivery procedures and frameworks. Working closely with the National Manager, Service Excellence, this role brings together community sector knowledge and experience with excellent communication, organisational and project planning skills to manage and support planned and emerging continuous improvement initiatives within Safety & Resilience and where required, across the organisation.

Key Responsibilities

- Support the implementation of community sector reform initiatives including MARAM and the family violence Code of Practice
- Work with the National Manager, Service Excellence to lead the development and implementation of evidence informed, best practice service delivery across Safety and Resilience programs
- Support the implementation of continuous improvement initiatives as they arise
- Contribute to Child Safety and Child Safeguarding projects
- Provide project support to working groups as needed to achieve their practice excellence and continuous improvement objectives
- Write and review service delivery procedures and other written documents as required
- Support the development of training presentations and material

Responsibilities of Good Shepherd Employees

Strategy

- Deliver service aligned with team operational plan and Good Shepherd's strategic plan
- Contribute to development of team plan
- Demonstrate understanding of social justice and community capability building concepts

People

- Demonstrate commitment to own learning and development
- Contribute to development of a high-performance team through demonstration of capabilities outlined in Good Shepherd's leadership capability framework
- Participate actively in regular formal supervision
- Share knowledge and practice insights with colleagues
- Take responsibility for own wellbeing

Clients

- Deliver best practice service to clients in line with agreed goals/contribution
- Seek feedback from client/stakeholders/peers in order to reflect and improve on service support for own

-
- practice
 - Maintain a client-centred approach to service delivery at all times

Service Delivery and Operations

- Deliver all services in line with service standards and program procedures
- Maintain accurate data, information and reporting at all times
- Maintain agreed service level agreements
- Provide timely reporting in line with department requirements
- Other duties as reasonably required

Stakeholders

- Liaise effectively with referral network
- Work collaboratively with other service providers to deliver valued outcomes for clients
- Develop constructive, collaborative relationships with other Good Shepherd team members and departments

Compliance

- Demonstrate behaviour consistent with Good Shepherd mission, values, behaviours and policies at all times
- Maintain agreed quality standards
- Maintain OH&S standards at all times

Qualifications, Experience and Mandatory Requirements

- A relevant tertiary qualification in social work, psychology, community development or equivalent
- A minimum of 3 years of experience in the community sector
- Demonstrated experience in supporting the implementation of evidence informed best practice service delivery
- An ability to work independently and as part of a team
- A commitment to ongoing learning and professional development
- An ability manage and prioritise competing demands
- Alignment with Good Shepherd's mission and values
- A satisfactory Police Check
- A current Working with Children's Check (WWCC) or state equivalent
- Proof of the right to work in Australia
- The above requirements will need to be supplied and verified prior to commencement

Key Selection Criteria

1. Demonstrated knowledge of the community sector, including Victorian Government reforms.
2. Demonstrated project management and organisational skills with an ability to support the implementation of evidence informed best practice service delivery.
3. Well-developed interpersonal and communication skills, including written and verbal.
4. Demonstrated ability to use initiative and balance competing demands.
5. Flexibility and ability to adapt to changing needs.
6. Demonstrated ability to work independently and as part of a team.
7. A passion for quality, continuous improvement and service excellence.

Values & Behaviours

We are all co-responsible for the delivery of the Good Shepherd Mission and living our values by modelling these behaviours in all that we do.

Value of each person | Reconciliation | Justice | Zeal | Audacity

Additional information

Employment is subject to:

- Relevant Qualifications/Registration Name
- A current Police Record Check
- A current Working with Children Check (WWCC) or state equivalent
- Proof of the right to work in Australia

The above requirements will need to be supplied and verified prior to commencement

Work Health and Safety (WH&S): All team members are required to carry out their duties in a manner that does not adversely affect their own health and safety and that of others by reporting all incidents and injuries as well as cooperating with any measures introduced in the workplace to improve WH&S.

Pre-existing injury: The person appointed to this position will be required to disclose any pre-existing injuries or disease that might be affected by employment in this position. This will assist the organisation in providing a safe work environment.

Equal opportunity: Good Shepherd is an equal opportunity employer. We recognise the rich diversity of people across Australia. We are committed to ensuring that our team is reflective of the diverse community we serve and to supporting a culture of equity, inclusion and diversity. All team members have a responsibility to be familiar with and adhere to the organisation's policies and procedures.

Child Safe Employer: Good Shepherd Australia New Zealand is a Child Safe employer. Employment is subject to satisfactory referee checks, a current employment working with Children Check, National Criminal History check and proof of the right to work in Australia.

Cultural competency: Good Shepherd strives to maintain a culturally competent and inclusive workplace. All team members are expected to undergo cultural competence training as part of their professional development plans.

Salary packaging is available to all employees.