


	Position Title: Senior Internal Consultant Investigations – Child Safeguarding Unit	Team: Organisational Effectiveness	  
	Band: E	Salary: Senior Manager A	Date: March 2022

OUR VISION AND PURPOSE	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 contemporize 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 Snr Internal Consultant Investigations and Review sits within the Child Safeguarding Unit (CSGU). This role is a senior position within the organisation and contributes to ensuring Child Safety for children and young people accessing Berry Street programs.</p> <p>This role reports directly to the Senior Manager Child Safeguarding and is supported by the Lead Investigator, Child Safeguarding Unit in relation to the implementation of investigations in accordance with the DFFH CIMS Policy and Best Practice.</p> <p>Working collaboratively and in close consultation with the Senior Manager Child Safeguarding Unit and other members of the Organisational Effectiveness (OE) Directorate, the Snr Internal Consultant Investigations and Review – Child Safeguarding Unit, will also play a key role in ensuring the development and ongoing management of Child Safeguarding Unit reporting and management systems that optimise organisational oversight and management of Child Safety.</p> <p>The role supports the Berry Street standardised implementation of the DFFH CIMS policy. This may include facilitation of training and support to regional staff from time to time.</p>
OUR VALUES	PRIMARY OBJECTIVES OF THE ROLE
<p>We expect all staff to apply these Values in all aspects of their work.</p> <p>Courage: to never give up, maintain hope and advocate for a ‘fair go’</p> <p>Integrity: to be true to our word</p> <p>Respect: to acknowledge each person’s culture, traditions, identity, rights, needs and aspirations</p> <p>Accountability: to constantly look at how we can improve, using knowledge and experience of what works, and ensure that all our resources and assets are used in the best possible way</p> <p>Working Together: to work with our clients, each other and our colleagues to share knowledge, ideas, resources and skills</p>	<p>The key objectives of this position are:</p> <ul style="list-style-type: none"> • Ensure the completion of allocated investigations in line with DFFH CIMS Policy, CCYP Reportable Conduct Scheme and Berry Street Policy and Procedures within Child Safeguarding Unit allocated timeframes • Collaborate with internal key stakeholders including the Berry Street Principal Practitioner, members of the Organisational Effectiveness Directorate and regional service practitioners to support quality practice and facilitate child safety • Support Berry Street to meet reporting obligations in relation to the CCYP Reportable Conduct scheme and DFFH Section 81/82 notifications to the Secretary that involve foster carers.

- Provide advice to regional staff as required to support their implementation of the DFFH CIMs policy in relation to the completion of case reviews.
- Other duties as required from time to time that fall within the scope of the incumbent's experience and expertise.

REPORTING RELATIONSHIPS

The role is based at the office deemed for Central office activities. From time to time this role will require travel to state- wide locations.

This role directly reports to the Senior Manager, Child Safeguarding Unit and is supported by the Lead Investigator, Child Safeguarding Unit who will provide mentoring and support in relation to the implementation of investigations in accordance with the DFFH CIMs Policy and Best Practice.

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 service delivery that prioritises diversity and inclusion. 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 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 as LGBTIQ+. 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.

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

- Demonstrated experience in undertaking complex investigations, with experience in the 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)
- 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 that are achievable and support continuous improvement and risk mitigation.
- Knowledge and practical application of legislation, practices and procedures, including a detailed knowledge of the DFFH Client Incident Management Policy and Investigative Framework, the CCYP Reportable Conduct scheme and how these relate to statutory out-of-home-care and Child Safety standards
- Demonstrated project and task management, sound decision making, organizational skills, including strong attention to detail, the ability to analyze and assess information and the proven capacity to deliver on multiple, competing and varied tasks within mandated timeframes.
- Excellent report writing, documentation, administrative and organizational skills and computer literacy and investigation skills.
- Highly developed interpersonal skills, with a demonstrated ability to work collaboratively and respectfully across regional teams with the aim to educate, influence and engage staff in the development of meaningful actions in response to serious incidents and investigation outcomes.
- Demonstrated understanding of and commitment to the principles of equity, diversity, continual improvement, risk management and occupational health and safety.
- Play a key leadership role in building a positive, can-do culture and instilling our values of courage, integrity, respect, accountability and working together
- 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

- 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).
- Demonstrated experience in undertaking investigations that meet the requirements of the DFFH Client Incident Management System and Investigative Frameworks.
- Demonstrated experience using DFFH client information and case management system (CRIS and CRISP).
- Experience working with RiskMan (Berry Street's Electronic Quality and Risk Management System) CSNet and proficiency across Berry Street IT Systems.
- 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.
- Berry Street is categorized as an Authorized Provider and this position is considered authorized work and subject to mandatory Covid-19 vaccination requirements.

DESIRABLE

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

KEY ACCOUNTABILITIES AND RESPONSIBILITIES

ACCOUNTABILITY	SPECIFIC RESPONSIBILITIES
Investigations	<ul style="list-style-type: none"> • Prepare high quality investigation reports showing objective, considered and coherent analysis of evidence and sound recommendations within required timeframes. • Review client files, and other documents relevant to an investigation, developing case methodology and producing summaries of key themes and evidence within them for the purposes of the investigation. • Establish and maintain effective working relationships and actively participate in meetings with various staff cohorts and key Berry Street committees • Develop a sound rationale to support the recommendations made as part of an investigation, recommending these to the relevant director for approval. • Complete investigations in line within allocated timeframes. • Comply with relevant Occupational Health and Safety standards
Quality Improvement	<ul style="list-style-type: none"> • Collaborate with key stakeholders (internal and external) to identify and implement the continuous improvement of the investigation process • Identify, develop and promote in collaboration and consultation with key stakeholders (internal and external) relevant tools and resources with an aim to ensure best practice within the Investigations team • Provide the analysis of recommendations from investigations and report on themes with the aim of informing risk management and continual improvement initiatives.
General	<ul style="list-style-type: none"> • Assist in the development and implementation of policies and procedures that support the implementation of the DFHH CIMs Policy by Berry Street and/or enhances child safe practice and service provision. • In consultation with the Senior Manager CSGU support the implementation of Berry Street's reporting obligations under the Commission for Children and Young People Reportable Conduct scheme and Section 81 notifications to the DFHH Secretary under the Children Youth and Families Act 2005. • Participation in relevant organisational meetings • Berry Street is committed to the safety, participation and empowerment of all children, including individuals that are LGBTIQ+ , have a disability and are culturally and/or linguistically diverse backgrounds. Berry Street is also committed to cultural safety, inclusion and empowerment of Aboriginal children, their families and communities • Other duties as directed
Other	<ul style="list-style-type: none"> • Conduct oneself in accordance with Berry Street Covid Safe directions. • Other duties as required.

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, working from home).	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
People Contact	Liaise with government, non-government and community organisations.	Regular
	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
	Undertake training and professional development activities.	As required
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