



POSITION:	Director, Statewide Practice Excellence [Principal Practitioner]
REPORTING TO:	CEO of Safe Steps
DIRECT REPORTS:	Centre of Excellence Project Manager
KEY RELATIONSHIPS:	Internal: <ul style="list-style-type: none">• Safe Steps Executive team• Safe Steps Board• Service Delivery teams• Quality and Clinical Governance teams• Advocacy and policy External: <ul style="list-style-type: none">• Sector partners and referral agencies,• Peak Bodies• Government agencies• VicPol• Social Services Regulator
POSITION STATUS:	Full time or flexible part time (0.8 FTE) for the right candidate
CLASSIFICATION:	Individual Employment Contract [above award]

1) PRIMARY OBJECTIVES

The Director, Statewide Practice Excellence (Principal Practitioner) is responsible for identifying, critically assessing and embedding leading practice approaches to family violence crisis responses, while bringing a strong practice lens to Safe Steps' strategic decision-making.

The role holds accountability for the implementation of Practice Excellence objectives, practice-aligned advocacy and policy development, and the provision of clinical supervision to senior clinical staff.

As the statewide provider of crisis response services, Safe Steps must deliver high-quality specialist services that respond to the needs of all people experiencing family violence, including women, children and young people, and priority cohorts such as First Nations communities, LGBTQIA+ people, disability and culturally and linguistically diverse (CALD) communities.

This role requires strong values alignment and a commitment to working collaboratively as part of the Executive Management Team. It also requires the ability to flexibly balance internal clinical oversight, strategic and policy advice, and executive leadership responsibilities.

2) ORGANISATIONAL CONTEXT

Safe Steps is the only 24/7 family violence response centre in Victoria, providing a “state-wide entry point” for victim-survivors of domestic and family violence. Services include information and referrals, crisis response, specialist family violence risk assessment, safety planning, webchat, and access to supported crisis accommodation.

Our vision is safety, support and respect for all victim-survivors of domestic and family violence.

Our practice is founded on critical and intersectional, domestic violence and trauma-informed practice theories and evidence-informed. We provide services to all victim-survivors and recognise that most of our work is dedicated to the needs of women and children which reflects the gendered nature of domestic and family violence.

3) KEY RESPONSIBILITIES

The Principal Practitioner, Domestic Violence Response Centre of Excellence’s responsibility is:

Practice Leadership

- Ensure Safe Steps maintains a contemporary, evidence-informed practice approach through high-quality frameworks and guidance.
- Undertake internal and external practice reviews to inform continuous improvement aligned with emerging client and community needs.
- Provide expert advice on practice risks and opportunities to inform strategic decision-making and investment.
- Support organisational advocacy and policy positions through evidence-informed practice insights.
- Provide regular reporting to the Executive and Board on practice performance and development.

Oversight and Governance

- Oversee and ensure strong clinical governance across all Safe Steps services.
- Provide advice on high-risk clinical matters.
- Deliver clinical supervision to senior clinical leadership.
- Embed a culture of continuous learning and reflective practice across the organisation.
- Identify, design and implement practice improvements where required.
- Provide independent review of complex (second-tier) complaints where appropriate.
- Support staff debriefing following significant incidents affecting multiple staff.

Domain Expertise and Representation

- Represent Safe Steps' expertise in sector-wide initiatives.
- Actively participate in sector discussions and forums.
- Strengthen Safe Steps' strategic influence and sector leadership.
- Build and sustain partnerships across the sector to improve system coordination and client outcomes.
- Contribute to working groups and forums to shape evidence-informed practice approaches and system reform.
- Advocate for Safe Steps' work and its impact across the broader sector

Other:

- Adhere to all organisational policies and procedures, including Safe Steps Code of Conduct and standards and expectations outlined by the Department of Families, Fairness and Housing and the Social Services Regulator.
- Actively contribute so far as is reasonably practicable, a healthy and safe workplace for all Safe Steps employees.
- Ensure a healthy and safe workplace for your team, including in regards to psychosocial safety
- Complete mandatory and other training as required.
- Perform other duties consistent with the position where required and/or requested by management from time to time as reasonable and commensurate with expectations of executive positions.

4. KEY SELECTION CRITERIA

Qualifications

- A relevant tertiary qualification, at Bachelor or higher in Psychology, Social Work or Counselling or equivalent. (Mandatory minimum requirement for clinical supervision purposes).

Knowledge and Experience

- Ability to develop, implement, review, and evaluate the Clinical Governance Model.
- Extensive knowledge and senior experience in practice and service delivery, within the Family Violence service systems including relevant legislative and statutory provisions and frameworks, compliance requirements and Principals.
- Contemporary understanding of and experience in family violence issues, crisis interventions, mental health, relationships, and the experience of children issues

- Advanced knowledge of, and demonstrated experience in, the application of relevant theoretical approaches that underpin the provision of therapeutic and clinical services to victims of family and domestic violence.
- Advanced skills in providing expert case consultation and advice to other professionals, particularly around trauma, attachment, mental health, disability, substance abuse and sexually harmful behaviors, and developmental assessments.
- Extensive experience in the provision of clinical services including assessment and treatment of victims of family and domestic violence.
- Ability to take a leadership role in the collaboration with all stakeholders involved in the care of victims of family and domestic violence.
- Demonstrated ability to provide Clinical Supervision to senior clinical staff.
- Demonstrated ability to work closely with program leaders, teams, and practitioners in managing escalated issues internally and with Senior Government stakeholders in the best interests of clients, employees, and the organisation.
- Demonstrated ability to embed evidence-based models as part of a team through leading good practice, and development of capability across systems, processes, and people, to achieve positive outcomes aligned to fidelity and program requirements.
- Experience in the delivery of child-safe services.
- In-depth knowledge and understanding of the principles and challenges of supporting victims of family and domestic violence.
- Understanding of regulatory and compliance requirements including (but not limited to) the Social Services Regulations Act, Child Wellbeing and Safety Act, Child Safe Standards and the Privacy and Data Protection Act.
- Strong understanding in building capability through learning and development initiatives and approaches and partnering with Learning and Organisational Development function to deliver against plans.
- Proven ability to prepare concise, evidence-informed board papers and strategic briefings that support effective governance.
- Has demonstrated the ability to embrace new technologies and work effectively in a rapidly evolving digital environment

Personal Qualities

- **Leadership:** the ability to role-model self-development behaviours and foster the development of others; lead through example; promote civic-mindedness; and champion continuous improvement and initiative strategies.
- **Learning Mindset:** the desire to continually develop, inquire and learn through on-the-job experiences, exposure through participating in events, mentoring and education, and creating space for others to develop and grow.

- **Initiative and accountability** be proactive and self-starting, seize opportunities and act upon them, take responsibility for their own actions.
- **Drive and commitment:** ability to lead with best practice and set a high standard; motivated and positive approach to new challenges.
- **Teamwork and collaboration:** ability to support and promote a positive team culture of collaboration, inclusiveness, and respect.
- **Resilience:** the ability to maintain best practice while working under challenging circumstances such as working with those exposed to significant trauma.
- **Communication:** excellent communication skills and ability to manage both internal and external stakeholders at all levels.

Other

- Willingness to commit to the living expression of Safe Steps values; courageous, feminist, empowering, ethical respectful, collaborative, reflective
- A current Working with Children Check
- Willingness to undergo a National Police Check

5. IMPORTANT INFORMATION

While Safe Steps reserves the right to exercise an Equal Opportunity Exemption in certain circumstances (H135/2022), Safe Steps values and encourages diversity, inclusion, and equity in all our services, programs, and practices.

Safe Steps is a child safe organisation and is committed to ensuring the safety and wellbeing of all children, always. All Safe Steps services, programs and practices are in compliance with Victoria's Child Safe Standards.

Safe Steps recognises that risk management, and the sound and effective implementation of a risk management strategy with associated tools and plans, is a key process in a best practice framework at all levels of the organisation. We are committed to the implementation and maintenance of a formal risk management system in order to provide a sound quality and governance framework that aligns with the Australian Standard for Risk Management (AS/NZS ISO 31000:2018) and ensures there are linkages between risk management and decision making, there is clearly articulated accountability, and there is mandate and commitment from all key staff in the organisation.

The Director Statewide Practice Excellence [Principal Practitioner] role is based at the Safe Steps head office in North Melbourne, however, working across all sites is required.

Safe Steps' locations and unlisted telephone numbers may not be disclosed to any other person except in accordance with service procedures. The locations and unlisted telephone numbers of any

high security refuges may not be disclosed to any other person other than in accordance with the instructions of each such service.

Safe Steps is committed to the principles of continuous quality improvement in all aspects of its operations, service delivery, and governance. We place the highest priority on the safety and wellbeing of those we support and provide services to.

All offers of employment are subject to satisfactory background checks including a National Police Check (including international police check if resided continuously in an overseas country for 12 months or more in the last ten years), Working with Children Check, disclosure of previous or current disciplinary action, referee checks, proof of eligibility to work in Australia and qualification checks.

Where background checks are not to the satisfaction of Safe Steps in its absolute discretion, the offer of employment may be retracted or terminated.

If you are offered employment with Safe Steps and are not currently an existing employee, you will be required to disclose full details of any pre-existing injuries or illness that may be affected by the work and/or undergo a health assessment. The disclosure/health assessment is conducted to ensure you have the health and mental capacity to meet the requirements of the position and to identify any adjustments that may need to be made in the workplace. Failing to notify or hide a pre-existing injury or illness which might be affected by the nature of the proposed employment, could result in injury or illness being ineligible for future compensation claims.

6. REMUNERATION

An attractive salary based on skills and experience will be offered. Salary packaging is available.

7. STAFF ACKNOWLEDGMENT

I have received, reviewed and fully understand the position description.

Employee Name	
Employee Signature	
Date	

REVIEW OF THE POSITION DESCRIPTION

This position description is subject to review and may change in accordance with the needs of Safe Steps Family Violence Response Centre, its operations, and its clients and supporters.