

Position Description

Practice Leader – Mental Health and Wellbeing

Position details

Position Title:	Practice Leader – Mental Health and Wellbeing	Reports to:	Manager Practice Development
Team:	Practice Development	Location:	VFST Regional Offices (Sunshine, Dallas, and Dandenong)
Group:	Practice Excellence	Hours:	
Classification:	Level 7	Status:	

Organisational purpose

The Victorian Foundation for Survivors of Torture, also known as Foundation House, is a leader in delivering specialist trauma-focused services that work with the strengths and resilience of refugees, their families, and communities to rebuild lives shattered by torture and other traumatic events.

Practice Excellence Program

Foundation House recognises the critical link between the standard and quality of our services and the delivery of safe, person-centred, effective, and connected care, which yields the strongest client outcomes. The Practice Excellence area is core to ensuring that the services provided by Foundation House to individuals and communities are delivered to the highest standard and are in line with organisational purpose, priorities, and obligations. The Practice Excellence and Quality Area/Branch are responsible for:

- Leading the design, delivery and implementation of practice development support and programs for all Foundation House staff in collaboration and partnership with the broader leadership team.
- Lead the design and delivery of external training aimed at supporting the work of the sector and broader mental health and wellbeing services to deliver trauma-informed care to communities from refugee and asylum seeker backgrounds.
- Leading the coordination of quality improvement initiatives for the organisation's service delivery arms.
- Leading the coordination and reporting of performance and quality measures to inform quality improvement initiatives and maintain a focus on practice excellence.
- Providing authoritative professional, practice and policy advice related to applying Foundation House's Integrated Trauma Recovery Service Model (ITRSM) as outlined in *Rebuilding Shattered Lives: Integrated Trauma Recovery for People of Refugee Background* (2nd edition).
- The management of health information in line with statutory obligations.
- Driving research and evaluation in line with organisational priorities in a strategic manner, cost-effective and in the interests of practice excellence across client, community, and sector services.

Role Purpose – Practice Leader – Mental Health and Wellbeing

The role of Practice Leader – Mental Health and Wellbeing (MHW) is to actively support the General Manager Practice Excellence and the Manager Practice Development to drive the design and delivery of professional practice support to Foundation House staff and external and internal sector training. Practice Leaders focus on strengthening and elevating practitioners' skills and knowledge across the organisation, working with individuals and communities from refugee and asylum seeker backgrounds. The objective of

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the role is to build and maintain a practice culture that upholds and integrates an understanding of contemporary best practices in line with research and evaluation. This occurs through the delivery of individual and group reflective practice, professional learning (internal and external), communities of practice, case consultations and case reviews and other supports and initiatives based on need.

Foundational to the approach of Practice Leaders will be the Integrated Trauma Recovery Service Model as outlined in *Rebuilding Shattered Lives: Integrated Trauma Recovery for People of Refugee Background* (2nd edition).

Reporting centrally to the Manager Practice Development, Practice Leads will also play a critical role in the regions in supporting the Mental Health and Wellbeing regional leadership team through the provision of advice regarding emerging practice issues as well as collaboratively leading initiatives at the regional and organisational level towards ongoing practice improvement. To support this, Practice Leaders MHW will be allocated regional portfolios, which will define their primary location. Portfolios may change based on need, and Practice Leaders may be required to work across regions.

Key Responsibilities

Lead practice excellence

- Lead the provision of practice advice and provide support to the regional Mental Health and Wellbeing and Community and Sector Capacity Building leadership teams.
- Deliver regional and central practice support in line with Foundation House Professional Practice Development Framework. This includes the provision of group and individual reflective supervision, Critical Reflection on Practice (CROPs), Communities of Practice, Training, and complex case consultation.
- Identify and design responses to practice development needs regionally and organisation wide to support best practice Mental Health and Wellbeing Services.
- Contribute to the design, development and implementation of practice development and learning initiatives across the organisation and externally to support sector development. This may include audits, working groups, participating in accreditation, surveys, focus groups, etc.
- Inform organisational quality governance through the identification of practice issues, development of quality improvement initiatives and proactively contributing to the Practice Excellence leadership's ability to drive continuous improvement in practice.
- Contribute to and support the implementation of key quality improvement initiatives in line with the Victorian Government's Community Services Quality Governance Framework as applied at Foundation House.
- Maintain a caseload of clients to ensure an ongoing understanding of practice needs and development. This will be dependent on workload and other operational demands determined by the General Manager Practice Excellence or Manager Practice Development.
- Contribute to research and evaluation projects driven by organisational priorities and needs.

Agency and group leadership

- Work in a highly collegiate and integrated manner with Team Leaders and Regional Managers to ensure Foundation House operates optimally regarding its client and community service delivery.
- Participate and engage as an active and effective member of the Practice Excellence Team.
- Provide written reports and advice to organisational leadership to ensure adherence to quality and performance obligations and needs.
- Represent Foundation House on matters related to practice development in state and national forums that contribute to practice development.

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- Proactively inform and engage with Quality Improvement, Performance Monitoring, Evaluation and Reporting portfolios: Health Information, Practice Development, Learning and Quality.
- Drive and contribute to developing a collaborative, supportive, high-performing culture within Practice Excellence and the organisation.
- Inform and support the management staff to ensure the effective delivery of practice requirements.

Intra-Agency and External Relationships

- Liaise and collaborate with Corporate Services, Mental Health and Wellbeing Services and Community and Sector Capacity Building to achieve the organisation's priorities.
- Initiate, develop and sustain ongoing relationships with external stakeholders.

Administration, Reporting & Compliance

- Undertake performance development informed by the Manager Practice Development.
- Maintain all administrative requirements, records, and notes in accordance with required agency standards in a timely and efficient manner.

People and Teams

- Attend and participate in all agency activities that meet Foundation House's organisational and professional development requirements.
- Contribute to projects or other strategic projects that assist the agency in supporting the delivery of safe, person-centred, effective, and connected services.
- Actively participate and ensure professional, supportive, and cooperative working relationships within the Practice Development team and the broader Practice Excellence team, as well as with other programs across the agency.
- Perform any other duties as directed by the General Manager Practice Excellence within the scope of the classification and position description.

Key Selection Criteria

Required

- Post-graduate qualification in psychology or social work and/or other related discipline/s, with a practice and quality improvement focus.
- Demonstrated experience in the delivery of and delivering professional learning and training in working with complex trauma.
- Demonstrated experience in the delivery quality improvement initiatives.
- Senior experience in managing and overseeing complex clinical and psychosocial assessments, case planning and counselling and advocacy responses for individuals and families with complex trauma experiences.
- Demonstrated senior experience in driving continuous quality improvement.
- Demonstrated experience in delivering and overseeing specialist trauma recovery models and psychosocial, community, and sector capacity-building initiatives.

Highly Desirable

- Demonstrated leadership and practice experience in working with vulnerable communities recovering from traumatic events among people from refugee backgrounds.
- Accreditation as Psychology Board Supervisor with AHPRA.
- Cert IV in training and assessment.

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Attributes

- A clear commitment to human rights and an appreciation of how organisations with a mandate to deliver services to diverse clients in complex human rights and political contexts should operate.
- Excellent interpersonal skills supported by strong written and verbal communication skills. This will be evidenced by a demonstrated commitment to working collegially with all colleagues in the interests of the VFST mission, organisational effectiveness, clients and their communities and other relevant stakeholders.
- Proven skills in problem analysis and solving, decision making and providing leadership in providing services to clients with complex needs.
- Experience supporting an organisation focused on people and communities recovering from traumatic events.
- Demonstrated commitment to applying ethical work practices that strengthen the integrity and credibility of the organisation and its services and models ethical practice for other staff in the organisation.
- Proven ability to contribute constructively to organisational strategy and culture and work effectively as part of a senior management team.
- Proven skills in problem analysis, decision making and providing leadership in the provision of services to clients, community engagement, and service improvement with complex needs.
- A strong appreciation of how organisations deal with highly complex social policy issues and work with vulnerable communities.

Our Values

We aim to build trust and confidence, promote wellbeing, and achieve the best possible outcomes through living our values of respect, promoting human rights, focusing on community, maintaining excellent, ethical practice, and above all, acting with integrity.

Organisational Expectations

Foundation House and our staff are committed to:

- Family & Child Safety
- Occupational Health & Safety
- LGBTQIA+ inclusive practices
- Culturally safe practices
- Adherence to the requirements of relevant legislation, regulation, and professional ethics.

All our employees are expected to actively contribute and consciously comply with Foundation House policy, procedures, and practice guides during their work.

This position is in accordance with the Victorian Foundation for the Survivors of Torture Inc. Enterprise Agreement.

Approval and Acknowledgement

Date PD Template last reviewed: New PD

PD Approved by: CEO

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Date of approval:

17 July 2024

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