

SECTION A: POSITION DETAILS

Position Title:	Practice Lead (PL)
Remuneration:	Social, Community Home Care and Disability Services Award Level 6 or Commensurate with experience and qualifications.
Reports to:	Chief Services Officer (CSO)

Organisation Profile

Richmond Fellowship Queensland (RFQ) is a community organisation that delivers recovery-oriented mental health and wellbeing support. For more than 50 years, RFQ has walked alongside people experiencing mental health challenges and social disadvantage, focusing on practical, relational, and strengths-based support that builds stability, connection, and everyday life.

RFQ works across metropolitan, regional and remote areas through a growing geographic footprint across Australia, partnering with government, community organisations and local networks to deliver services that respond to local needs. Our approach is informed by evidence and shaped by lived experience, recognising that strong, inclusive communities are central to sustainable mental health and wellbeing outcomes.

RFQ is guided by the values of Respect, Bravery, Compassion, and Striving for Excellence, and aims to create environments where people can build hope, capability, and a sense of belonging. The organisation brings a strengths-based lens to both service delivery and workplace culture, supporting staff to do work that is relational, trauma-informed, inclusive, and focused on sustainable wellbeing. Every role at RFQ plays a part in shaping safe, consistent, high-quality support, and in strengthening the conditions for individuals and communities to thrive.

Purpose of the Position

RFQ's vision is a world where optimal wellbeing is lived by all. The Practice Lead (PL) exists to bring this vision to life by strengthening the quality, consistency, and safety of practice across the organisation, ensuring that every interaction with the people we support reflects dignity, connection, and possibility.

As an internal clinical practice specialist, the role provides expert guidance, consultation, and reflective support to staff. The position strengthens organisational insight into practice risk, supports sound decision making in complex and high-risk situations, and translates learning into practice improvement. The PL holds organisation-wide responsibility for strengthening practice quality, consistency, and safety. The role operates as a senior practice authority within scope, influencing service delivery, risk management, and system improvement across teams and services. Through expert guidance and oversight, the position supports the organisation to meet its duty of care, governance obligations, and commitment to high-quality, recovery-oriented support.

Terms of Employment

The position operates under the *Social, Community, Home Care and Disability Services Industry Award 2010*.

Ordinary hours are standard business hours, with flexibility required to meet role responsibilities. Travel may be required.

The position is subject to a six-month probationary period.

Reports and Accountability

The PL is accountable to the CSO for the effective and high-quality delivery of practice support, guidance, and specialist advice across teams and services, aligned with organisational objectives and practice frameworks.

The position has no direct reports and no delegated financial authority.

The role operates with a high level of professional autonomy within scope, providing specialist advice and influencing practice across teams and services, while working under the guidance and direction of the CSO and within established governance and organisational frameworks.

The position requires flexibility and responsiveness to emerging practice needs, service priorities, and organisational requirements, contributing to continuous improvement and consistent, safe practice across the organisation.

SECTION B: KEY RESPONSIBILITIES

Organisational Practice Leadership

- Provide organisation-wide leadership on practice standards and expectations, strengthening the consistent application of evidence-informed, recovery-oriented and person-centred practice across services.
- Identify, address and reduce practice variation through system-level guidance, practical tools and continuous improvement initiatives that strengthen quality and model fidelity.
- Provide expert practice leadership to inform the design and refinement of organisational practice approaches during periods of heightened risk, complexity or service change.

Practice Supervision and Professional Capability

- Provide individual and group practice supervision that strengthens reflective practice, clinical reasoning, professional judgement and workforce capability.
- Facilitate complex case consultation, Client Safety Assessment review forums and post-incident reflective debriefing to strengthen safe decision making, risk formulation and organisational learning.
- Lead the Client Safety Assessment Review Team, promoting consistent practice, informed risk assessment and quality decision making across services.

Practice Excellence and Model Fidelity

- Champion the consistent application of RFQ practice frameworks across services, identifying and addressing practice variation to strengthen quality and model fidelity.
- Translate legislation, policy, organisational frameworks and evidence into practical guidance, resources and tools that support contemporary practice.
- Lead the implementation of practice models, documentation standards and evidence-informed approaches that enable high-quality, person-centred service delivery.

Client Safety, Risk Advisory and Practice Review

- Provide specialist practice advice on complex, high-risk and sensitive matters to support sound risk assessment, safety planning and professional decision making.
- Provide senior practice leadership during critical incidents, serious practice concerns and complex complaints, ensuring responses promote learning, accountability and continuous improvement.
- Lead or coordinate post-incident reviews, practice reviews, targeted case audits and file sampling in collaboration with Quality, identifying systemic improvements that strengthen governance, client safety and service quality.
- Contribute specialist practice expertise to organisational audits, investigations, reviews and legal matters relating to professional practice and service delivery.

Practice Development and Subject Matter Expertise

- Contribute to the development and continuous improvement of organisational practice policies, frameworks, guidelines and resources that support contemporary, evidence-informed service delivery.

- Design and deliver targeted practice development initiatives, tools and resources that strengthen workforce capability and embed consistent practice across services.
- Provide organisation-wide subject matter expertise that informs service design, organisational initiatives and continuous improvement activities.

Stakeholder Engagement and Organisational Contribution

- Build collaborative relationships with operational leaders, Quality and key stakeholders to strengthen organisational practice, governance and service excellence.
- Provide specialist practice advice that informs organisational initiatives and aligns operational practice with quality, governance and risk management requirements.
- Foster a culture of reflective practice, learning and continuous improvement that strengthens workforce capability and improves client outcomes.

Professional and Regulatory Accountability

- Maintain current professional registration or accreditation and practise in accordance with relevant legislation, professional standards, codes of ethics and organisational governance requirements.
- Maintain contemporary professional knowledge through ongoing professional development, ensuring practice reflects current evidence, legislative requirements and emerging sector developments.
- Exercise professional judgement and accountability to uphold client safety, organisational integrity and duty of care obligations.

SECTION C: KEY ACCOMPLISHMENT INDICATORS

Leadership: Service leaders and teams are supported through specialist clinical practice advice, strengthening reflective practice, consistent application of frameworks, and safe, high-quality service delivery across services.

Accountability: The reporting and accountability requirements of the position are met, with practice guidance, supervision, and advice delivered in alignment with organisational frameworks, governance, and professional standards.

Service Delivery: The responsibilities of the position are delivered in alignment with RFQ's Vision and Strategy, strengthening practice quality, consistency, risk formulation, and safety across the organisation.

External Relations: Professional and collaborative working relationships are developed and maintained with internal stakeholders, supporting integrated practice, shared learning, and consistent approaches across teams and services.

Staff Relationships: Staff are supported through effective supervision, consultation, and practice guidance, with professional and respectful relationships fostering confidence, capability, and reflective practice.

Organisational Culture: RFQ's Vision and Strategy is promoted, and the organisation's values are demonstrated through consistent, person centred, and recovery-oriented practice, supporting a culture of learning, reflection, and continuous improvement.

SECTION D: SELECTION CRITERIA

Qualification:

- Tertiary qualifications in a health discipline, such as Occupational Therapy, Social Work, Psychology, or Nursing; AND/OR
- Minimum 5 years of experience managing a clinical or multidisciplinary team in mental health services.

Experience and Skills:

Demonstrated skills in the following areas are essential:

- Extensive experience in mental health, psychosocial, or recovery-oriented practice, including work with individuals experiencing complexity and risk
- Demonstrated minimum 5 years leadership experience providing practice supervision, practice guidance, or consultation to support reflective practice and professional development in a Mental Health, community and/or disability setting.
- Advanced clinical reasoning and risk formulation skills, including the ability to support safe decision making in complex or high-risk situations. Experience supporting consistent, high-quality practice, including application of frameworks, documentation standards, and translation of policy and evidence into practical guidance
- Experience contributing to practice review, quality improvement, or organisational learning processes, including identification of themes and opportunities for improvement
- Demonstrated ability to build effective working relationships and influence practice across multidisciplinary teams through strong communication, facilitation, and interpersonal skills
- Ability to work autonomously within professional scope while contributing effectively across teams and organisational priorities

Attributes:

The successful applicant will:

- Demonstrate compassion, integrity, and sound professional judgement
- Be organised, reliable, and committed to high-quality practice
- Be other-centred, with the ability to build genuine, respectful, and effective relationships with a range of stakeholders
- Demonstrate flexibility and adaptability in response to changing priorities, needs, and timelines
- Have the ability to work autonomously within scope while contributing effectively as part of a team
- Actively embrace and model the mission, values, and culture of the organisation

SECTION E: MANDATORY REQUIREMENTS FOR POSITION

The successful applicant will:

- Have the minimum qualifications and experience are met according to the selection criteria
- Disclose any health condition of which the employer would need to be aware in fulfilling its duty of care to the employee
- Have an open drivers' licence and access to a registered roadworthy vehicle with either third party property or comprehensive insurance cover
- Undergo a criminal history check in the form of obtaining and maintaining a NDIS Worker Screening clearance pursuant to the Disability Services Act 2006 (Qld)

Authorised by Executive Manager People & Culture:

Date:



23/07/2026