

Position Description

| | |
|---------------------------|--|
| TITLE OF POSITION: | DIRECTOR OF PRACTICE AND LEARNING |
| POSITION TYPE: | FULL-TIME |
| TEAM: | SENIOR MANAGEMENT TEAM |
| REPORTS TO: | CEO |
| LOCATION: | MELBOURNE CBD |
| DATE ESTABLISHED: | MARCH 2018 |

| |
|--|
| ABOUT NO TO VIOLENCE |
| <p>No to Violence (NTV) is the largest peak body for organisations and individuals working with men to end family violence in Australia. We also provide telephone counselling, information and referrals for men in Victoria, New South Wales and Tasmania. We are a pro-feminist organisation and we acknowledge the gendered nature of family violence. The safety of women and children is central to what we do, and their voices must be heard. We have established standards of practice for professionals and continuously ensure workers in this field have the right skills. We have been supporting callers for over 25 years and as a result of this, we are the “go to” organisation in this field.</p> |

| |
|--|
| PURPOSE OF THE POSITION |
| <p>The Director of Practice and Learning is responsible for overseeing of the quality of practice amongst member organisations, delivery of NTV services and support to staff dealing with perpetrators of family violence. The Director of Practice and Learning is also responsible for building and developing a skilled workforce to be able to deliver a high quality service to all stakeholders and as a peak body throughout Australia. The position would set the strategic direction and drive the clinical supervision, practice excellence and quality management processes throughout the organisation offering guidance on these matters to other senior managers and the Board.</p> |

| | |
|----------------------------|--|
| KEY RESULT AREAS | |
| KEY AREA: | KEY ROLES & RESPONSIBILITIES |
| <i>Practice Leadership</i> | <ul style="list-style-type: none"> • Set the strategic direction and drive the clinical supervision, practice excellence and quality management processes throughout the organisation offering guidance on these matters to managers, stakeholders and the Board. • Provide high level advice in terms of practice excellence, guidance and consultation with respect to men’s family violence practice to senior staff, member organisations and practitioners and any other external stakeholders as appropriate. • Continue to build the internal and external capacity of staff, member organisations and other general practitioners who wish to work in the sector and set the tone for practice excellence throughout the sector • Provide clinical supervision training to the Telephone Team Coordinators who in turn will provide on-going clinical supervision to their teams • Continue to build the capacity of NTV clinical supervisors and practitioners to maintain standards of practice for Family Violence services for individuals and families |

Position Description

| KEY RESULT AREAS | |
|---|--|
| KEY AREA: | KEY ROLES & RESPONSIBILITIES |
| | <ul style="list-style-type: none"> • Promote ways in which the practice expertise in family violence can be disseminated across the organisation and the broader men's family violence sector throughout Australia. • Establish professional practice and service delivery standards that embed collaborative, family violence approaches to decision making and reflective practice • Provides authoritative leadership and guidance across the organisation based on advanced expertise • Set clear strategic direction and lead a range of strategic corporate functions as required |
| <i>Service and program development (incl. practice manual development)</i> | <ul style="list-style-type: none"> • Continuously review, enhance, document and implement service delivery models for individuals and families affected by men's family violence which ensure high quality, effective and equitable services. • Ensure practice and service models are developed in line with client feedback and research, sector and organisational progression • Ensure a consistency of practice excellence within and across all member organisations • Conceptualise, initiate, implement, promote and evaluate complex programs to test the consistency of practice excellence and ensure member organisations are meeting and exceeding the minimum standards • Lead the development of an appropriate practice manual for the TRWs and ensure that the information is continuously checked, updated and maintained |
| <i>Policy practice, review, advice and production</i> | <ul style="list-style-type: none"> • Develop, draft and implement complex and detailed evidence-based policy advice and practice frameworks, including comprehensive practice resources and support to enable capacity building within NTV and externally amongst member organisations • Provide specialist advice on policy issues to a range of internal and external stakeholders • Establish and maintain relationships with internal and external stakeholders to facilitate decision making policies and processes and ensure consistency of practice and service delivery • In conjunctions with other members of the Management Team collaborate on the review and production of policies relating to family violence • Initiate and lead family violence policy and practice development within the organisation and the wider sector nationally |
| <i>Training and professional development/ Capability development</i> | <ul style="list-style-type: none"> • In conjunction with the Director of Strategy and Operations and the Practice Lead, plan, develop and deliver training and professional development in family violence to all TRWs and Telephone Team Coordinators to ensure that the team remains at the forefront of any new initiatives or ideas. This will enable continuous improvement and capability development. • Establish and maintain relationships with internal and external stakeholders to build engagement with policy implementation requirements and facilitate knowledge sharing and understanding |

Position Description

| KEY RESULT AREAS | |
|---|---|
| KEY AREA: | KEY ROLES & RESPONSIBILITIES |
| <i>Policies, procedures and systems</i> | <ul style="list-style-type: none"> • Adhere to, and comply with NTV organisational policies, processes and procedures, using appropriate systems where required • Model the organisation's values, play a role in raising the profile of these values and associated behaviours across the organisation including a positive contribution to workplace harmony and displaying cooperative team behaviour • Proactively communicate, identify, report, assess OHS related risks and hazards within the organisation. |
| <i>Strategic partnerships (inc. government, member organisations etc.)</i> | <ul style="list-style-type: none"> • Develop and maintain strategic partnerships and relationships with government departments, other professional peak bodies and non-government organisations to ensure stakeholder engagement in practice development strategies • Provide authoritative advice to government, other agencies and the internal management team • Initiate contact and collaborate on any research programs with other agencies, to influence and shape the direction of family violence programs and training |
| <i>Engagement of key stakeholders</i> | <ul style="list-style-type: none"> • Manage long term strategic as well as day-to-day relationships with key internal and external stakeholders, other family violence service providers and other relevant peak bodies • Attend state-wide and national family violence practice events/conferences, make presentations as appropriate and if required and input into key committees and action teams (created by government) working in the men's family violence space |
| <i>Quality management and improvement, audit and compliance</i> | <ul style="list-style-type: none"> • Identify, develop and support and/or implement new initiatives, quality and continuous improvement activities as part of a continuous improvement process in own work, team and the wider organisation. Input into quality improvement processes and benchmarking activity within the family violence sector generally or specific programs established by government • In conjunction with the Director Strategy and Operations assist in the successful completion of any scheduled audits of the work of Family Violence services |
| <i>Clinical Governance</i> | <ul style="list-style-type: none"> • Undertaking and participating in projects and initiatives that enhance the clinical governance of practice, program and service development of men's family violence |

| WORKING EXPERIENCE: |
|--|
| <ul style="list-style-type: none"> • Significant experience as a family violence practitioner and practice leader including clinical supervision and training. • Significant practice knowledge of family violence, perpetrator engagement, trauma impacts on adults and children and sound operational knowledge of the community services sector • Proven record in the provision of psychology or mental skills supporting practitioners to continuously |

Position Description

improve performance.

- Demonstrated ability to analyse a range of psychological needs in order to develop, implement and evaluate aspects of high level performance programs for individual staff members
- Demonstrated ability to develop strategic relationships and build networks across government and other peak bodies within the family violence sector.

SKILLS, KNOWLEDGE AND EXPERIENCE:

| | |
|---|---|
| <i>Technical skills (job specific skills)</i> | <ul style="list-style-type: none"> ▪ Trained and experienced in child, parent and family work/therapy for families affected by family violence ▪ A primary focus on human behaviour, family dynamics and/or impacts of trauma arising from family violence and sexual assault ▪ Demonstrated experience, training and skills in clinical supervision ▪ Experience and skill in policy development and implementation ▪ Demonstrated experience in continuous improvement of practices and service delivery leading to practice excellence within men’s family violence |
| <i>Professional Knowledge</i> | <ul style="list-style-type: none"> ▪ A thorough understanding of the family violence sector ▪ An in-depth and comprehensive knowledge of the Royal Commission findings and the impact on the family violence sector ▪ Contemporary knowledge of relevant government policy and research in relation to family violence ▪ Sound organisational report, policy and procedure writing skills |
| <i>Office Skills</i> | <ul style="list-style-type: none"> ▪ Technologically literate ▪ Competent in the use of current Microsoft Office Suite products particularly Outlook, Word and Excel ▪ Sound knowledge of general office procedures and equipment |
| <i>General Managerial Abilities</i> | <ul style="list-style-type: none"> ▪ Strong leadership and interpersonal skills, and a demonstrated track record of people management skills ▪ Ability to influence others, with excellent team building, collaboration and partnering skills ▪ Ability to manage and measure work including clearly assigning responsibility for tasks and decisions; setting clear objectives and measures; and monitoring process, progress and results ▪ Provide a focus on innovation management to create a learning and participative environment |

QUALIFICATIONS

ESSENTIAL:

- A degree in Psychology, Social Work or a similar welfare or behavioural related degree which includes:
 - a primary focus on human behaviour, family dynamics and/or impacts of trauma arising from family violence and sexual assault; and preferably
 - a practical component such as case work practice with experience in responding to family violence
- Evidence of track record of relevant/equivalent program leadership
- Membership or eligibility for registration of one of the following bodies AASW, AHPRA, ACA or PACFA

Position Description

- Must be legally entitled to work in Australia
- Must have a current Australian Police Check, international Police Check (where relevant), and Victorian Working With Children Check

PERSONAL ATTRIBUTES:

- Decisiveness
- Relationship building
- Drive and commitment
- Developing others
- Empathy and cultural awareness
- Commitment to NTV's values and culture
- Ability to observe confidentiality, use discretion and initiative and work in a professional and ethical manner at all times
- Shows initiative
- Willingness to undertake training to increase knowledge and skills

ESSENTIAL SKILLS:

Leadership:

- Strong leadership skills and the ability to develop effective working relationships with external clients, government departments and staff

Management:

- Proven skills in managing day to day operations in a busy working environment

Integrity:

- Maintains the highest standard of personal conduct in performing all duties

Reliability:

- Can be relied and depended on to get the job done

Accountability:

- A willingness to challenge and be challenged

Commitment:

- A strong client service focus
- Positive and enthusiastic attitude
- Confident with a high degree of motivation

Signature of Job Holder

Date signed