



level 13, 200 queen street, melbourne, 3000
ph: +613 8648 6552
fax: +613 8648 6480
ABN: 76 142 984 110
www.rosemaryhardham.com.au

briefing document

organisation: OzChild

position: Director of Evidence Informed Practice

location: Dandenong

date: November 2018

the organisation

overview:

OzChild supports vulnerable children and young people by providing healing, preventing abuse and neglect and strengthening families.

OzChild was founded in 1851 and exists to serve the needs of vulnerable children, young people and families. Its vision would see a society where all children live happily in a safe and caring environment. They have their needs met, have a home in which they are well cared for, well-educated and the support that they need to be the best they can.

OzChild employees will endeavour to maintain a service environment (whether it be in the home, on OzChild premises or other locations) where children and young people are physically and psychologically free from exploitation, abuse, illicit drugs and alcohol at all times. All employees have a duty of care in this regard as child safety is critical to OzChild's vision and purpose.

OzChild specialises in providing out-of-home-care and family support services. The suite of programs include:

- Foster care
- Kinship care
- Evidence-based services
- Family support services
- Family law services
- Volunteer program
- Indigenous services
- Education services
- Disability services

As well as a long history of providing care and support, OzChild seeks ways to innovate and evolve its services to continually improve its services for children, young people and families. True to its focus in improving the lives for all children and young people, OzChild also advocates for sector reform and positive public attitudes to children and young people in care.

child safety:

OzChild's recruitment and selection procedures reflect its commitment to the safety of children. Relevant screening, police checks and Working with Children Checks will be required.

OzChild is committed to creating a child-safe organisation that aligns with its organisational purposes, all relevant Australian legislation and the United Nations Convention on the Rights of the Child. It is a requirement that all OzChild staff, volunteers and carers work to create a child-safe culture, protect children and report observed or suspected abuse and neglect of children to OzChild management and to authorities as required.

Further information can be found at www.ozchild.org.au

the position

- position:** Director of Evidence Informed Practice
- reports to:** National Executive Director of Services
- internal relationships:** Directors
Program Managers
Quality & Risk team
- external relationships:** Government
Aboriginal controlled agencies
Universities and peak bodies
Other community service organisations

role purpose:

The Director of Evidence Informed Practice is a newly created key leadership role reporting to the National Executive Director of Services.

As Director of Evidence Informed Practice, you will provide strategic and operational leadership and oversight to all functions within the portfolio of 'Outcomes and Practice Improvement'.

This portfolio ensures OzChild's services are delivering identified outcomes to the children, youth and families it serves and that OzChild staff are trained, supported and skilled in the work that they do. This portfolio has responsibility for clinical consultations, outcomes and evaluation, client incident management, ensuring OzChild has access to the most up-to-date research about "what works", coordinating client feedback and supporting the implementation of evidence-based models through clinical support and oversight. This portfolio will also contribute to the ongoing selection and establishment of evidence-based programs within OzChild's services.

The Director of Evidence Informed Practice is a national role that will support staff in Victoria, ACT, New South Wales, Queensland and other states or jurisdictions as they come on line.

In doing so, the position will support the OzChild Way behaviours and accountabilities as follows:

- **We deliver evidence-based services:** Utilise your professional knowledge and skills to monitor, review, develop and maintain policy and practice guidelines that supports effective, values driven, evidence-based outcomes across OzChild functions TFCO-C programs and services
- **Our customers determine our success:** Support and continually develop and enhance networks within OzChild and with government departments and agencies and external service providers for the effective delivery of high-quality services to children and young people, their families and to carers | volunteers
- **We deliver innovative solutions:** Lead and engage your team and others in the development of functional plans, tactics and activities to support innovation in services and achieve the desired outcomes articulated in the OzChild Strategic Plan

- **We set each other up for success:** Directly support collaboration with internal and external stakeholders to grow our sectors capacity for evidence-based service delivery. Directly support and provide leadership to your team and OzChild's people by providing the necessary guidance, development, and tools for people to achieve success in their roles
- **I learn, adapt, grow, and embrace my cultural competence:** Demonstrate a willingness and energy for personal learning, adapt to and embrace change, and develop your cultural competence

specific duties and responsibilities:

- Lead a multidisciplinary team in the delivery of clinical governance, evaluation and outcomes, incident management review and analysis, and practice improvement
- Support services across the continuum of early intervention and prevention to out of home care to ensure services are delivering quality outcomes and efficacy of service delivery
- Hold a strong focus on research about 'what works' with vulnerable children, youth and families to strengthen the impact of OzChild's services through the delivery of evidence-based practice
- Support the transfer of learning (e.g. ongoing consultations, coaching, practicums) in collaboration with staff to support the application of knowledge and skills to their daily practice that will improve outcomes for children youth and families
- Contribute to the ongoing growth of the business and organisational capability in the space of evidence-based programs
- Lead research into possible future service responses and support the organisation to explore their viability, evaluating their relevance, replicability and sustainability
- Oversee the implementation of feedback processes for children, young people and their significant others (families | carers)
- Oversee Incident Management investigations, reviews, analysis and reporting
- Identify training needs and, alongside Service Directors, design and deliver key identified training that reduces risks and improves outcomes
- Oversee organisational policy and procedure development and implementation for Services across OzChild
- Collaborate across the sector, with a focus on work with Aboriginal controlled organisations to support the adaption and implementation of evidence-based models in OzChild's chosen areas of operation
- This role will have supervisory responsibility for four positions that support OzChild nationally as part of outcomes and practice improvement

the person

skills and attributes:

essential qualifications:

- Degree qualified in a relevant discipline. Postgraduate qualifications would be highly regarded

screening and licenses:

- Satisfactory safety screening (police & working with children checks relevant to where OzChild deliver services)
- Must be able to drive, provide and maintain a valid driver's licence and have access to reliable transportation

skills and experience:

- Senior level experience in clinical governance and leading teams to improve outcomes for children, youth and families
- Demonstrated experience in the delivery of evidence-based services with a preference for experience in evidence-based models an advantage
- Sophisticated understanding of the complexity of the Child Protection, OOHC and the family support service system and the issues involved in providing services to statutory clients
- Strong research and analytical skills with a demonstrated ability to undertake clinical reviews and assessments
- Excellent writing skills for documentation that will assist with the development of frameworks, manuals, tenders and related policies
- Process mapping and improvement skills in support of change management
- Excellent communication skills and the ability to collaborate with Influence with a variety of stakeholders
- Excellent analytical, problem solving and decision-making skills, the ability to assess options and identify and implement innovative evidence informed solutions
- Demonstrated capacity to lead and manage in an area of challenging and complex practice
- Demonstrated ability to foster learning, inquiry and innovation
- Demonstrated ability to develop and deliver training, and presentations for forums, stakeholders and conferences to a high standard
- High level of self-awareness and resilience and the ability to manage multiple demands and prioritise accordingly

mandatory training:

- All employees of OzChild are required to complete mandatory training and program specific training upon commencement of employment and complete refresher training as required

organisational responsibilities:

- Demonstrated ability to work as part of, and contribute to, a person-centred team
- Facilitate effective working relationships with key stakeholders and functions of OzChild to enhance outcomes for clients, their families and other people significant to the client
- Undertake all interactions with others in a culturally sensitive manner and take appropriate account of cultural and linguistic diversity
- Ensure child safety standards are understood and adhered to
- Attend related meetings, workshops, conferences and training as required
- Ensure privacy and confidentiality are upheld at all times
- Be familiar and comply with OzChild's Code of Conduct, policies, procedures and other work instructions as updated from time to time
- Represent OzChild in a positive manner internally and externally including forums, meetings and training
- Assist in the development of continuous improvement and service accountability initiatives as needed

people leadership responsibilities:

- Ensure they comply with OzChild's Code of Conduct, policies and procedures
- Model behaviours and demonstrate commitment to foster an environment and conditions that motivate OzChild people to strive to achieve their full potential and contribute to the achievement of OzChild's strategic objectives
- Build on the capability and excellence of our workforce through proactive recruitment, advancement and retention strategies
- Demonstrate fairness, transparency and accountability in decision making
- Clearly articulate the expectations and ensure understanding by those OzChild people that report to them and their teams
- Support and implement initiatives to enhance flexibility, inclusiveness and diversity, respect differences and foster an environment and relationships that are safe, healthy, positive, supportive and free from all forms of harassment, bullying and discrimination
- Educate and support OzChild people to ensure compliance with OzChild's code of conduct and commitment to cultural awareness and child safety
- Through formal and informal engagement, dialogue, process and procedures, constructively and proactively enhance the performance of OzChild people that report to you and your teams
- Ensure the individual career goals and personal aims of OzChild people are identified, promoted and their achievement supported
- Provide training and development opportunities to OzChild people that report to them and their teams to ensure they have the necessary qualifications, skills, certificates and clearances to meet the requirements of their position
- Acknowledge and celebrate behaviour and achievement of OzChild people that advances and improves organisational performance and OzChild's reputation
- Foster the use of technology and new ways of working to enhance collaboration, effectiveness and outcomes

- Ensure the safety and foster initiatives to enhance well-being of self and others
- Develop and maintain effective and constructive communication with OzChild people and other persons
- Delegate effectively, and coach and mentor OzChild people
- Treat any reports or complaints of unfair treatment, discrimination, harassment and/or bullying sensitively and in accordance with OzChild policies and procedures
- Ensure you and the OzChild people that report to you and their teams have the necessary procedures, tools, systems and infrastructure to support OzChild people

safety and wellbeing responsibilities:

Comply with the requirements of relevant legislation and related policies and procedures developed by OzChild which is not limited to but does include:

- Implement OzChild's policies and procedures, observing all legislative requirements and monitoring|reviewing safety and wellbeing performance within your area of responsibility
- Demonstrate commitment to safety and wellbeing through participation in formal and informal monitoring, discussions, workplace inspections and audits, and including safety and wellbeing as an agenda item in program or area of responsibility meetings
- Participate in the resolution of safety issues within the program or area of responsibility
- Report all work health and safety breaches, hazards and incidents, and assist with actions to reduce and eliminate risks Investigate all Incidents and/or hazards within your program or area of responsibility
- Engage with Safety & Wellbeing Representative/s within your program or area of responsibility
- Ensure the physical and psychological health and wellbeing of OzChild people is promoted and supported through programs and initiatives designed to enhance OzChild people wellbeing
- Embed a culture whereby OzChild people are encouraged to discuss safety and wellbeing issues and concerns in a transparent and open manner
- Provide such information, instruction, education and supervision for OzChild people that will enable them to perform their work in a safe manner and adopt behaviours that enhance the wellbeing of self and others
- Initiate actions to improve safety and wellbeing within your program or area of responsibility
- Participate in safety and wellbeing training and ensure OzChild people in your program or area of responsibility also participate in training obligations as required
- Report and work related or non-work related injury or illness
- Support return to work programs to facilitate safe and durable return to work for OzChild people, where possible, for both work related and non-work related health condition/s