



Co-Chief Executive Officer - Practice Leadership, Service Innovation and Quality

Role Title	Co-Chief Executive Officer – Practice Leadership, Service Innovation and Quality
Team	Leadership
Location	Brisbane or Logan based. Statewide responsibilities (travel and after business hours attendance at activities expected)
Reports to:	QPASTT Chair and Board
Salary	Generous Salary package including personal use of motor vehicle plus annual leave loading and 11% superannuation with access to salary sacrifice.
Contract	Full time (flexibility of 4 days per week or 9-day fortnight will be considered) Ongoing – following successful six-month probation

Our Vision

Healing the past, nurturing the future.

Our vision is for refugee survivors of persecution to live lives liberated from the harms of torture, trauma and human rights injustice. We exist to nurture meaningful futures by assisting refugee survivors to heal, belong and thrive in our community.

Our Values

Kindness

We care. In all our work, survivors of torture and trauma come first.

Optimism

We believe in meaningful futures. We are committed to healing being a journey of growth across mind, body and spirit.

Perseverance

We don't give up. We understand that healing requires time, patience and courage for individuals, families and communities.

Fairness

We believe that recovery from trauma is about justice and that to heal is a human right.

Honesty

We act openly and ethically. We are committed to delivering impactful services.

Role Purpose

This is a strategic leadership position designed to provide authentic, adaptive and strategic leadership and management to fulfill the organisation's mission, goals and growth objectives. This role is responsible for the area of **individual and Family Recovery which is inclusive of Duty, Intake, Brief Intervention and Individual and Family Counselling and Advocacy across the lifespan**. This role focuses on service-related governance and the provision of high-quality staff supervision.

The role oversees the alignment of therapeutic practice and supervision provision with QPASTT values and frameworks, as well as exploring opportunities for practice innovation and extension. The Co-CEO of Practice Leadership, Service Innovation and Quality ensures that services remain person and community centered, trauma responsive, culturally safe and informed by the needs and experiences of survivors.

The role works in close partnership with the Co-CEO, Partnerships and Opportunities, in their focus on strategic external partnerships, group work, community capacity building, funding, research and advocacy. This supports an integrated model of service delivery across the organisation to best support the recovery of survivors of refugee-related torture and trauma.

Strategic Leadership

What you will do to contribute

- Promote and build a work culture that empowers, motivates, and develops the diverse talents of the individual and family recovery and supervision workforce. This includes cultivating a strong trauma informed professional identity amongst staff. You will encourage and role model ethical behaviour, collaboration and participation, continuous improvement and innovation, and evidenced based decision making.
- Develop and maintain professional standards, providing direction and guidance, and resolving complex, or escalated workforce issues or service performance concerns.
- Lead the development of strategies advocating for the needs or rights of vulnerable individual, family and/or community clients.
- Lead, support and resource the Senior Leadership team to provide effective leadership and line management of staff in the areas of individual and family recovery, clinical governance and supervision.
- Effectively lead and manage three Senior Leaders across seven teams setting professional standards, providing direction and guidance, resolving complex or escalated workforce issues and service performance concerns.
- Lead, support and resource the Senior Leader - Clinical Services to nurture a cohesive team of clinical supervisors to provide capable and effective supervision across the organisation.
- Lead and support the Senior Leader- Individual and Family recovery to nurture a team of collaborative team leaders who provide effective management of their teams while also enabling integrated service delivery
- Represent QPASTT as a FASSTT Director and attend FASSTT CEO meetings with QPASTT Co-CEO. Ensure that the direct service needs of QPASTT, including the provision of torture and trauma recovery services in regional Queensland, are represented within the FASSTT network.

Collaborative Leadership

Work in partnership with the Co-CEO Partnerships & Opportunities to:

- **provide strategic leadership through the implementation of QPASTT's 2024-2027 Strategic Plan, ensuring alignment with the values and long-term goals of the organisation.**



- support a range of strategic initiatives in response to a complex and unpredictable external sector environment.
- work in an accountable and trusting partnership with the Board and the Chair of the Board to ensure that QPASTT's structure and processes meet the strategic and cultural needs of the organization.
- ensure QPASTT is well positioned to sustain funding in core areas of service delivery aligned with community and client need.
- ensure the organisation meets its reporting requirements to funding bodies and regulatory agencies within required timeframes.
- optimise the effective management and coordination of the agency through the development of robust operational plans, management structures and systems.
- support the ongoing development and maintenance of high-quality relationships with communities from refugee and asylum-seeking backgrounds.
- develop and maintain a relational organizational culture aligned with QPASTT values.

As a result, what will we see:

- » QPASTT is a strategic and influential leader in the delivery of trauma recovery services to individuals and families from refugee backgrounds.
- » QPASTT holds positive relationships and collaborative partnerships with stakeholders at local, state as well as national and international levels (via FASSTT and IRCT)
- » QPASTT's leaders have clarity and confidence in designing, implementing and impact reporting on programs and services in collaboration with service users, community stakeholders and across QPASTT Teams
- » QPASTT is an influential advocate and elevates the voice of survivors and communities as well as with FASSTT and IRCT.
- » The QPASTT Board is supported to fulfil Director requirements in compliance with ACNC guidelines and requirements and is well informed about financial risks and mitigation strategies.
- » QPASTT is a well led organisation that is living its vision and values and actively achieving outcomes and impact for clients and communities.

Service Delivery

What you will do to contribute

- Promote an organisational culture where service delivery is value-driven and purposeful in its pursuit of trauma recovery for survivors of torture and trauma. You will champion therapeutic approaches which reduce the daily impacts of refugee related torture and trauma and increase opportunities for healing, justice and thriving.
- Oversee the delivery of high-quality services to clients of QPASTT in the areas of duty, intake, brief intervention, counselling and advocacy, and group work in these areas.
- Oversee the management of demand in Individual and Family Recovery service areas with consideration of equity of access, responsiveness, resources constraints, quality service delivery and client and organisational risk.
- Ensure that the therapeutic modalities and interventions used across QPASTT align with trauma recovery principles and QPASTT's liberation framework. This includes that staff develop and maintain their capability in key areas of direct practice competence.
- Oversee service-related risk management responses to optimise safety for individuals and family accessing QPASTT and mitigate staffing-related risks, such as vicarious trauma and burnout.



- Lead the Senior Leaders in the areas of Individual and Family Recovery and Clinical Services to identify QPASTT's service delivery needs, gaps, future priorities and issues for QPASTT clients that inform strategy and service planning.
- Liaise, consult and partner with key stakeholders to develop effective, innovative and strategic responses across the broader stakeholder sector to better meet the recovery needs of people from a refugee background who have experienced torture and trauma.
- Oversee a staff supervision model which supports staff to provide high quality therapeutic interventions to promote trauma recovery and uphold the dignity of those accessing QPASTT support.
- Identify emerging issues affecting quality service delivery outcomes and develop mechanisms to respond effectively.
- Identify funding opportunities aligned with QPASTT's objectives and provide service and client informed contributions to grant applications .

As a result, what will we see:

- » Healthy organisational culture which contributes to overall service quality and performance and mitigates against the risks of worked related trauma exposure.
- » Client experiences are managed to ensure timely equity of access and participation in meaningful service interventions.
- » QPASTT's work is embedded in community and builds on cultural strengths and healing traditions.
- » QPASTT's systems and processes enhanced through input from staff, service users and people with lived experience.
- » QPASTT appropriately supports clients through mitigation of safety risks.
- » QPASTT is strategic, well-positioned, innovative, and dynamic in its service delivery.
- » QPASTT is a balanced organisation with appropriate synthesis between operational and service delivery systems.

Practice Innovation and Quality

What you will do to contribute

- Ensure appropriate management and governance systems and strategies are in place to effectively manage and improve service standards, client and staff safety, equitable access to services, and organisational risk within legislative/statutory requirements.
- Oversee the identification of emerging issues affecting quality service delivery of therapeutic interventions for individuals and family outcomes and lead on the development of mechanisms to respond effectively.
- Lead the development of organisational policy to ensure that the agency meets quality assurance practice requirements.
- Proactively identify external trends and opportunities in trauma informed practice with a potential application to benefit QPASTT's direct services.
- Lead a culture of service innovation and best practice through the design and implementation of systematic and rigorous evaluation processes for services and supervision.
- Promote a culture of service model improvement and best practice to ensure that staff have the necessary tools and information to provide safe, high-quality services.
- Oversee compliance with the necessary accreditation standards related to clinical practice.

As a result, what will we see:



- » Integration of operational and client service governance to enable the best possible delivery to our clients and staff.
- » Staff deliver the highest standard of trauma responsive and culturally aware practice.
- » Proactive monitoring of service trends and timely response where required.
- » QPASTT is a healthy organisation that has a trusting, dynamic, innovative and resilient culture.

What you will bring specifically

Character

- » Principled, value driven leadership – a strong commitment to the values of QPASTT in all aspects of leadership and service delivery, including a focus on leading with integrity and purpose. You maintain high ethical standards to guide service delivery.
- » Commitment to quality and impact – driven to provide healthy governance and sustain QPASTT's therapeutic capability so that it can meet its vision and mission.
- » Engaging others – connects with others, listens, reads people and situations, communicates tactfully.
- » Curious – thinks analytically and critically, displays humility and openness about diverse cultural approaches to healing and recovery and mitigates against analytical and decision-making biases. Demonstrates capacity for cognitive complexity in consensus decision-making and holding ambiguity.
- » Honest and courageous – shows courage, 'finds appropriate balance between leading from the front and leading from behind', leads with integrity.
- » Resilience – models' resilience and maintains an environment that enables resilience.
- » Self-aware and agile – encourages feedback on performance, can self-assess, adapt approach, show commitment to development.
- » Commitment to reflective practice and innovation to achieve quality client outcomes.

Experience & Knowledge

- » Qualifications in a relevant discipline including social work, psychology, human services or a related discipline. Eligibility for membership/registration of appropriate professional association.
- » Strong understanding of the vision and mission of QPASTT.
- » Extensive senior leadership and human service management experience with a focus on:
 - complex trauma service delivery and recovery-oriented practice
 - service provision to multicultural communities, and
 - diversity inclusion in the workforce
- » Previous practice experience in the areas of complex trauma and in working with multicultural communities. This includes a strong understanding of and passion for therapeutic trauma-informed and trauma-focused interventions across the lifespan and involving varied therapeutic modalities.
- » Extensive experience in managing people and teams and experience working with a Management Committee/Board.



- » Well-developed knowledge, or the ability to quickly acquire knowledge, of issues facing refugee survivors of torture and trauma.
- » Successful experience in change management, particularly to drive innovation and create a culture of continuous improvement.
- » Ability to initiate, establish, and sustain a broad range of internal and external relationships.
- » Demonstrated ability to see the 'big picture' and understand the strategic context of QPASTT.
- » It is desirable that you have a lived refugee or refugee-like experience.

Capabilities

- » Implements strategy - aligns their work with strategic objectives and QPASTT's vision.
- » Supports organisational performance - suggests and acts on opportunities to do things differently and improves processes to achieve gains in effectiveness and efficiency.
- » Enhances organisational capability – builds the capability that adds the most value to QPASTT performance.
- » Communicates clearly - tailors' messages so that they are clear, succinct, and resonate with their different audiences. Ensures that written documentation and verbal presentations reflect relevant organisational aspirations and sensitivities.
- » Builds internal relationships - contributes to the Senior Leadership Team and works collaboratively with others across the organisation. Takes an organisation-wide view.
- » Builds external relationships - collaborates effectively with external stakeholders and builds partnerships where needed.
- » Inclusive - welcomes and values diversity and contributes to an inclusive working environment where differences are acknowledged and respected.
- » Manages and delivers on work priorities - plans and organises self to deliver work commitments to required timeframes and quality standards.
- » Develops others - share own experiences and learnings and demonstrates and teaches specific technical and adaptive skills.
- » Shows strategic awareness - displays an understanding of the strengths, weaknesses, opportunities, threats, aspirations and desired results of QPASTT.
- » Innovates through challenging existing organisational structures and approaches to service delivery, and leading internal change processes for the purpose of continuous improvement.

Other requirements

Willing to take on responsibilities (within limits) outside the prescribed position description.

Selection Process

Applications close at close of business on the 19th March 2025. Please email your application to JobApplication@qpastt.org.au.

1. Please provide a copy of your resume including the details of three referees.
2. Please answer the following questions (no more than one A4 page per question)
 - a. What is your vision for this role?
 - b. How will your experience and skills benefit QPASTT?
 - c. How will your character fit the role?
 - d. How will your capabilities add value to QPASTT's leadership team?



Should you wish to speak with someone about this role, please contact Liz Gordon at lizgordon@qpastt.org.au or 0400 212 979.

