

Position Description

Position details

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| Position Title: | Practice Leader | Reports to: | Manager-Practice and Professional Learning |
| Team: | Practice & Sector Development | Location: | Brunswick |
| Group: | Practice & Sector Development | Hours: | 0.8 EFT |
| Classification: | Level 7 | Status: | Fixed term 18 months |

The Organisation

The Victorian Foundation for Survivors of Torture Inc. (VFST), also known as Foundation House, provides services to advance the health, wellbeing and human rights of people from refugee backgrounds who have experienced torture or other traumatic events.

Established in Melbourne in 1987, Foundation House is non-denominational, politically neutral and non-aligned. It is constituted as a not-for-profit organisation managed by an elected Board of Management and is funded by the Commonwealth and Victorian Governments, philanthropic organisations and donations from private individuals.

Foundation House is a state-wide agency offering services in metropolitan, regional and rural areas. Offices are in Brunswick (head office), Dallas, Dandenong, Ringwood and Sunshine. Services are also provided in partnership with other agencies outside of the metro area. With approximately 200 staff the organisation:

- Delivers services to clients in the form of counselling, advocacy, family support, group work and complementary therapies
- Works with client communities and the sectors they interact with
- Provides professional and organisational development to internal and external stakeholders
- Advocates to governments for improvements to policies and programs
- Conducts and contributes to research

Working in partnership with thousands of clients, their families and communities a year, an integrated trauma recovery service model guides the agency under an organisational structure which is comprised of the following areas:

- Direct (Client) Services
- Community Capacity Building
- Practice and Sector Development
- Corporate Services

Vision

A world without torture and where communities respect, embrace and empower people from refugee backgrounds to thrive.

Purpose

To be a leader in delivering specialist trauma-focussed services that work with the strengths and resilience of refugees, their families and communities to rebuild lives shattered by torture and other traumatic events.



Position Description

Child and Family Safe

Foundation House is committed to promoting and protecting the interests and safety of children and actively plays a part in combating family violence; this is reflected in our organisational policies, protocols and staff development.

Organisational Area Summary

The Practice and Sector Development (P&SD) group is responsible for supporting the continued development in professional practice of the staff of Foundation House and continued learning and practice development of the wider sector and key partners with whom Foundation House works. P&SD has the following core responsibilities:

- Providing professional learning, supervision, reflective practice, and consultancy services to build the capacity of external service systems, organisations and individuals to support the needs of refugee communities who have experienced torture and other traumatic events;
- Providing practice development and professional learning support to the staff of Foundation House through supervision, reflective practice, professional learning, and specialist consultation;
- To be a source of professional and policy advice and expertise related to the VFST Integrated Trauma Recovery Service Model;
- To support the development of research and evaluation that deepens practice knowledge in the field of trauma recovery work with survivors of torture and other traumatic events.

Foundation House has an excellent reputation in providing quality professional and organisational development activities including: a widely promoted calendar; tailored on-request training; reflective practice and supervision; consultancy services; and communities of practice for a range of participants including early years, child youth and family services, education, health, family services, justice and community services. The Program structure comprises of the following areas:

- Education & Early Years
- Practice Development & Professional Learning
- Research & Knowledge Transfer
- Victorian Refugee Health Network

Position Summary

This position sits under Practice Development & Professional Learning Team. The team design and deliver high quality practice development and professional learning programs within Foundation House, and externally for the education, health, child, youth and family services, justice, and community services.

Practice Leaders will hold a portfolio area that they will be responsible for developing capacity across the organisation, at the same time as supporting multi-disciplinary and specialisation teams. The portfolio areas include Mental Health, Asylum Seekers, Infant, Children & Youth, Adult, Communities – Capacity Building and Community of Practice.

The aim of the Practice Leader is to strengthen the skills and knowledge of practitioners across the organisation and the sector, to build a practice culture that meets best practice and integrates findings from international research and clinical practice. Under the leadership of the Practice and professional learning Manager, the Practice Leaders will be instrumental in ensuring adherence to the Integrated

Position Description

Trauma Recovery Service Model (ITRSM) and contributing to the development and implementation of best practice across Foundation House and external organisations.

Scope & Dimensions:

Budgets: Nil
Number of staff: Nil
Reporting lines:



* Practice Leaders /Advisors will hold a portfolio area that they will be responsible for developing capacity across the organisation, at the same time as supporting multi-disciplinary and specialisation teams.

Key Responsibilities

| Key Responsibility |
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| <p><u>Practice Supervision and Consultation</u></p> <p>Provide practice supervision, advice, and coaching to practitioners based on sound practice expertise and the Integrated Trauma Recovery Service Model (ITRSM) to support the delivery of effective interventions to clients.</p> <ul style="list-style-type: none">• Provide individual and group reflective practice supervision to practitioners using a reflective and evidence informed approach to ensure that work with clients is in line with best practice/ITRSM• In collaboration with line managers, provide advice, consultation and support to practitioners working with high risk, complex and/or sensitive cases |

Position Description



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- Monitor and address staff competency issues related to understanding and application of the ITRSM, and provide supervision and coaching as required in consultation with line managers
- Report on practice quality and clinical governance issues to the Practice and professional Learning Manager
- Supervision is located at each region, requiring travel to all regional offices on a regular basis

Professional Development

Contribute to the development and delivery of professional development to practitioners based on the ITRSM and emerging international best practice

- Lead the development of content and resources to support the delivery of training to internal and external stakeholders
- Report on the professional development needs of practitioners to the Manager to feed into the development of the internal training program.
- Provide training on behalf of VFST as part of its work in building the capacity of the service sector to respond to the needs of survivors of torture and another traumatic event.
- Provide high quality professional learning sessions to practitioners.
- Provide information and literature to practitioners that can contribute to improvements in their practice
- Take responsibility for their own development, and engage in professional development and supervision to continue to develop as a leader in the field

Project Management

- Manage projects, identified through the Practice and Sector Development strategic planning process, organisational referrals, identification of thematic areas for content development, or particular funding streams.
- Design, develop, implement and evaluate key projects/programs as identified by the program leader using project management approaches and tools.
- Manage project documentation, files and reporting according to project management protocols.

Practice Leadership and Communities of Practice

- Lead the implementation and facilitation of internal and external communities of practice to build the capacity of practitioners, teams, organisations and sectors to better respond to the needs of the individual, families and communities impacted by torture and other traumatic events.
- Monitor performance activities to ensure agreed targets, protocols and processes are achieved and adhered to.
- Lead the effective delivery of all operational requirements of practice groups, including groups for practitioners and managers, as well as stakeholder engagement and quality assurance.

Research

Contribute to research and undertake projects to contribute to the development of contemporary theory and knowledge to improve the ITRSM based on best practice and evidence informed practice.

- Record and report on practice gaps, challenges, and learnings to the Manager from their work with practitioners at VFST which can contribute to improvements in practice

Position Description

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| <ul style="list-style-type: none">• Research and write papers that can contribute to the knowledge base of VFST and the wider sector• Present at conferences and other forums to contribute to awareness raising and building the reputation of VFST in the sector• Contribute to continuous improvements to the ITRSM and other VFST models and interventions based on practice expertise and consultation with practitioners and other stakeholders |
| <p><u>Stakeholders/Networks</u></p> <p>Maintain effective relationships and regular communication with key stakeholders both internally and externally to enable influence and problem solving in an ethical and professional manner.</p> <ul style="list-style-type: none">• Work collaboratively with Direct Services managers and team leaders to ensure best practice is adhered to in services delivery• Advocate for the rights of clients when dealing with relevant stakeholders• Role model the values of VFST when dealing with internal and external stakeholders |
| <p><u>Administration & Reporting</u></p> <p>Maintain all administrative requirements, records, and notes in accordance with required agency standards in a timely and efficient manner</p> <ul style="list-style-type: none">• Participate in relevant VFST meetings• Produce reports appropriate to funding requirements and for monitoring processes• Develop and maintain effective administrative systems and processes• Report to management on legal, ethical and risk related issues in relation to practice |
| <p><u>Health & Safety</u></p> <p>Actively contribute to health and safety at Foundation House by being aware of safety policies and procedures and consciously applying these every day to ensure the health and safety of our workplace.</p> |
| <p><u>Child and family safety</u></p> <p>Actively contribute to upholding Child Safe Standards and measures to combat family violence by being aware of applicable policies and procedures and applying these when relevant.</p> |

Personal Qualities

The Practice Leader is a leader in their field, is reflective and takes responsibility for planning and managing their own work and will demonstrate a collaborative approach to working with their team, key stakeholders, as well as the broader organisation. They will demonstrate a commitment to excellence in service delivery focussing on high standards of practice, building excellent relationships and will model appropriate behaviours and standards.

Selection Criteria

Qualifications

Relevant post graduate tertiary qualifications in social work, psychology, or a related discipline, holding registration with appropriate professional body.



Position Description

Desirable

- Psychology Board Approved Supervisor (or equivalent)
- Cert IV in training and assessment

Skills

You will demonstrate specialist experience and leadership working with survivors of trauma in the designated portfolio area, and one or more of the other portfolio areas:

- Mental Health
- Asylum Seekers
- Infant, Children, Youth & Families
- Community Capacity Building
- Communities of Practice

Essential

- Experience in the facilitation of individual and group reflective/clinical supervision for practitioners and Team Leaders working with survivors of complex trauma.
- Demonstrated extensive experience in the application of contemporary and evidence-based practice in trauma recovery work with survivors of trauma.
- Experience in the facilitation of practice-based training for practitioners who work with survivors of trauma.
- Experience in leading practice-based groups such as communities of practice for practitioners or managers who work with survivors of trauma
- Skills in providing specialised case consultation and advice on complex cases, particularly around needs and risk assessment, mental health assessment, family assessment, case formulation, case/treatment planning and interventions.
- Understanding of the culture, dynamics and challenges of Mental Health, Family Services and other Victorian services supporting clients from Refugee and Asylum Seekers.
- Experience in leading and/or influencing practice in multidisciplinary teams Excellent interpersonal skills supported by strong written and verbal communication skills.
- Experience in working with refugees and/or clients of a culturally and linguistically diverse background and/or with clients who experience systemic disadvantage.

Knowledge

Essential

- The education, health, early years or settlement services in Victoria, including mental health and community health.
- Advanced knowledge of trauma informed recovery models and how they are delivered to survivors of trauma.
- Understanding of health and wellbeing issues facing people from refugee/asylum backgrounds.
- Advanced knowledge of reflective/clinical supervision theory and practice including psychodynamic and systems focussed approaches.
- Knowledge of working in cross cultural contexts and implications for practice.

Position Description

Prerequisites of employment

- Satisfactory police check
- Signing and abiding by the Foundation House Child Safe Code of Conduct
- Working with Children Check (WWCC)
- COVID-19 vaccination
- Current Victorian driver's licence
- The right to live and work in Australia.

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

Approval and Acknowledgement

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| Date PD last reviewed: | November 2021 |
| PD Approved by: | General Manager Practice & Sector Development |
| Date of approval: | November 2021 |