

## Position description

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<b>Title</b>	<b>Principal Practitioner</b>
<b>Reports to</b>	<b>General Manager Clinical Governance</b>
<b>Salary</b>	<b>Competitive salary</b>
<b>Employment Status</b>	<b>Ongoing Full time,</b>
<b>Primary Location</b>	<b>Hybrid – Latrobe Street, Melbourne and work from home</b>
<b>Direct Reports</b>	<b>TBC</b>
<b>Date</b>	<b>December 2022</b>

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### **Good Shepherd Australia New Zealand (GSANZ)**

Our strategy outlines the world we want to see and our role advancing in it. It also speaks to the positive impact we will deliver to support women, girls and families to be safe, secure, strong and connected. We are committed to tackling the issues of our time which adversely affect them. We work to advance equity and social justice and support our communities to thrive.

We seek to increase economic participation and wellbeing, to build resilience, improve safety and bring about system change. We offer microfinance programs and products, financial counselling and coaching, family violence support, family and youth programs, playgroups, education programs and community houses. These services are complemented by research and advocacy to address the underlying structural causes of injustice, exclusion, and inequality.

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### **Role Purpose**

Working closely with key leaders across the organisation, the Principal Practitioner will lead the strengthening, development and continuous improvement of clinical services at Good Shepherd. The Principal Practitioner is responsible for uplifting the organisation's capability to deliver client services to women, families, children and youth and vulnerable people accessing Good Shepherd's programs and services.

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## Key Responsibilities

The Principal Practitioner will:

- Provide expert clinical practice leadership and evidence informed interventions, associated briefing and reporting based on clinical practice expertise in mental health and family violence, based on contemporary research that delivers positive outcomes for our clients, particularly regarding the high risk, complex and sensitive cases.
- Apply a trauma-informed approach when assessing and addressing the needs of women, their families, children and youth, and vulnerable GSANZ program participants providing support that is coordinated, builds on strengths as individuals and/or as a family.
- Work in collaboration and close communication with the Leaders within Client Services and other internal and external service partners in the management of complex cases and practice quality. This includes the provision of specialist expertise and assistance, case consultancy and review and the promotion and delivery of reflective and evidence-based practice implemented within multiple GSANZ programs.
- Prepare and present comprehensive reports, briefings and submissions on complex service, practice, policy and operational matters.
- In consultation with the General Manager Clinical Governance and the Director Client Services, develop and foster relationships with key stakeholders including government, community, partner agencies to ensure the best outcomes for clients.
- Represent Good Shepherd at key stakeholder engagements and advise the General Manager Clinical Governance and the Director Client Services on relevant matters.
- In collaboration with Client Services leaders, contribute to building the organisation's capability and performance to deliver trauma informed, family and child focussed, high quality, responsive and innovative services through the delivery of clinical therapeutic training and practice/program development across the organisation.
- Participate and assist in organisation wide service provision and development, training, quality assurance mechanisms and improvement frameworks for trauma-informed service delivery.
- Foster and develop collaborative and trusted relationships across the organisation.
- Lead, mentor and support a team of Practice and Program specialists through a direct reporting relationship.

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## Responsibilities of Good Shepherd Employees

### Strategy

- Deliver service aligned with team operational plan and Good Shepherd's strategic plan
- Contribute to development of team plan
- Demonstrate understanding of social justice, cultural safety, the impact of financial hardship and disadvantage on individuals, families and communities, as well as knowledge of community capability building projects and frameworks

### People

- Demonstrate commitment to own learning and development
- Contribute to the development of a high-performance team through demonstration of capabilities outlined in Good Shepherd's leadership capability framework
- Participate actively in regular formal supervision and provide supervision
- Share knowledge and practice insights with colleagues
- Take responsibility for own wellbeing

### Clients

- Deliver best practice service to clients in line with agreed goals/contribution
  - Seek feedback from client/stakeholders/peers in order to reflect and improve on service support for own
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- practice
  - Always maintain a client-centred approach to service delivery, with a focus on capturing the client voice and assisting with the development of client engagement and participation frameworks and projects

### **Service Delivery and Operations**

- Deliver all services in line with service standards and program procedures
- Maintain accurate data, information and reporting always
- Maintain agreed service level agreements
- Provide timely reporting in line with department requirements
- Other duties as reasonably required

### **Stakeholders**

- Build national and state-wide referral networks, and liaise effectively with referral networks
- Work collaboratively with other service providers to deliver valued outcomes for clients
- Develop constructive, collaborative relationships with other Good Shepherd team members and departments

### **Compliance**

- Demonstrate behaviour consistent with Good Shepherd mission, values, behaviours and policies always
- Maintain agreed quality standards
- Always maintain OH&S standards

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## **Qualifications, Experience and Mandatory Requirements**

- Relevant Post Graduate tertiary qualifications in Psychology, Social Work or a related discipline and post graduate qualifications/training in child, adolescent and family clinical practice, family work and systemic practice with an intersectional lens
- Evidence of leadership experience in clinical services or a related function and in managing a team
- Extensive practice experience with specialization in mental health as well as experience in clinical supervision and the establishment of reflective practice frameworks
- Demonstrated sound knowledge of and experience of national social policy and quality frameworks and issues at all levels of government, particularly community services, including government practices and procedures
- Proven engagement and relationship building skills as a leader
- A satisfactory Police Check
- A current Employee Working with Children's Check (WWCC)

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## **Key Selection Criteria**

1. Demonstrated high level organisational skills and the proven capacity to take on and deliver on multiple and varied projects.
  2. Evidence of high-level consultation, communication and interpersonal skills, with a demonstrated capacity to work collaboratively with others, negotiate and exercise influence in a diversity of contexts.
  3. Proven ability to participate collaboratively and constructively in both leadership and participant roles within teams of peers, staff and other stakeholders, as well as initiative and effective personal judgement when working alone.
  4. Demonstrated high level analytical problem-solving skills, the ability to assess options and identify and implement creative, innovative and flexible solutions.
  5. Ability to provide secondary consultations, training and advice to staff.
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## Values & Behaviours

We are all co-responsible for the delivery of the Good Shepherd Mission and living our values by modelling these behaviours in all that we do.

Value of each person | Reconciliation | Justice | Zeal | Audacity

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## Additional information

### Employment is subject to:

- Relevant Qualifications/Registration of Name
- A current national Police Record Check
- A current Employee Working with Children Check (WWCC) or state equivalent
- Proof of the right to work in Australia
- Evidence of Covid-19 vaccination, or medical exemption
- You may be required to obtain particular vaccines or immunisations in order to perform the Inherit requirements of this position. This includes but is not limited to the COVID-19 vaccine/immunisation

### The above requirements will need to be supplied and verified prior to commencement

**Work Health and Safety (WH&S):** All team members are required to carry out their duties in a manner that does not adversely affect their own health and safety and that of others by reporting all incidents and injuries as well as cooperating with any measures introduced in the workplace to improve WH&S.

**Pre-existing injury:** The person appointed to this position will be required to disclose any pre-existing injuries or disease that might be affected by employment in this position. This will assist the organisation in providing a safe work environment.

**Equal opportunity:** Good Shepherd is an equal opportunity employer. We recognise the rich diversity of people across Australia. We are committed to ensuring that our team is reflective of the diverse community we serve and to supporting a culture of equity, inclusion and diversity. All team members have a responsibility to be familiar with and adhere to the organisation's policies and procedures.

**Child Safe Employer:** Good Shepherd Australia New Zealand is a Child Safe employer. Employment is subject to satisfactory referee checks, a current employment working with Children Check, National Criminal History check and proof of the right to work in Australia.

**Cultural competency:** Good Shepherd strives to maintain a culturally competent and inclusive workplace. All team members are expected to undergo cultural competence training as part of their professional development plans.

**Salary packaging** is available to all employees.