

QUALITY AND REVIEW LEAD INVESTIGATOR POSITION DESCRIPTION CENTRAL REGION

At Anglicare Victoria our focus is on transforming the futures of children, young people, families and adults. Our work is based on three guiding pillars: Prevent, Protect and Empower.

We strive to create an environment where employees feel valued and rewarded.

By living the Anglicare Victoria values and actively fostering fairness, equality, diversity and inclusion, our people make Anglicare Victoria a truly great place to work.

So come and join us at Anglicare Victoria where there is a rewarding career ready for you in a dedicated, professional team where respecting each other; leading with purpose; working together; and creating a positive difference are valued, and learning and creativity are encouraged.



Position details

Position	Quality and Review Lead Investigator
Program	Central
Hours	Full Time
Hours per week	38 Hours per week
Duration	Ongoing
Location	Central Office, Collingwood There is a requirement to travel throughout Victoria to other Anglicare Victoria regional offices on a regular basis
Reporting Relationship	This position reports to the General Manager Quality and Review
Effective date	February 2019

Overview of program

The Anglicare Victoria Central Quality and Review team provides direction and support to regional operations to meet and maintain accreditation and compliance requirements.

This role is pivotal in providing expert leadership and direction in line with Anglicare Victoria's legal, legislative, contractual and accreditation requirements with the Department of Health and Human Services (DHHS) and other funding providers. This is a senior role which is required to undertake internal investigations in line with relevant legislative standards. The Lead Investigator is required to ensure that investigations are completed in line with best practice principles and government requirements and that recommendations are made focusing on continuous improvement. The Lead Investigator will be required to undertake and monitor investigations across all Anglicare Victoria regions to ensure a defined, consistent and high quality investigative methodology is applied throughout the organisation.

Position Objectives

1.	Promote and support practices that contribute to supporting and developing a culture of child safety throughout the organisation.
2.	Contribute to and support the development of "best practice" investigations and review practices, procedures and activities across the organisation.
3.	Participate in the development and establishment of policy and practice to ensure adherence to organisational, legal and legislative requirements and relevant standards.
4.	Ensure internal investigations and reviews are conducted in line with the requirements of the DHHS Client Incident Management System (CIMS) framework and the Victorian Reportable Conduct Scheme.

Key responsibilities

The key responsibilities are as follows but are not limited to:


1.	Conduct investigations and reviews required under CIMS, the Reportable Conduct Scheme and Anglicare Victoria's policies and procedures across all Anglicare Victoria regions as required.
2.	Actively engage in and promote communication and collaboration between the Central Quality team and regions to ensure a comprehensive approach to investigations and related quality improvement systems across Anglicare Victoria.
3.	Following an investigation, prepare comprehensive reports providing clear and concise conclusions, recommendations and feedback based on relevant policies / guidelines.
4.	Identify themes, trends and recommendations for continual improvement of standards of service, policies, organisational processes and practices within the organisation.
5.	Ensure current understanding and adherence to standards in the conduct of investigations in accordance with relevant legislation, regulations and standards – in particular DHHS and CCYP.
6.	Ensure all staff, volunteers and clients are well supported in the investigation process.
7.	Build and maintain strong relationships with key stakeholder groups.
8.	Provide support and training to staff to improve and enhance organisational capabilities for CIMS incident responses, specifically investigations, case reviews and root cause analyses.
9.	Undertake regular reporting and analysis on investigations and reviews.

Key Selection Criteria

The Key Selection Criteria are based on role specific requirements **and** the Anglicare Victoria Capability Framework. Applicants are required to provide a written response to **both** a) and b).

a) Role specific requirements

Applicants are required to provide a written response to the role specific requirements. Each of the role specific criteria are to be addressed individually (no more than 1 page in total).

 <p>Role Specific</p>	1. Tertiary qualifications in social sciences, legal or quality systems. And, relevant qualification in investigations i.e. Certificate IV in Government Investigations or similar.
	2. Comprehensive understanding and experience within the human service delivery system, with particular reference to services for Children/Young People in Out of Home Care.
	3. A demonstrated ability to manage and conduct investigations of complex matters to a high standard, incorporating the requirements for procedural fairness and natural justice to all parties.
	4. Demonstrated understanding of investigation processes required in the Out of Home Care sector and the requirements of the Reportable Conduct Scheme and Child Safe Standards.
	5. Significant experience with engagement, collaboration and negotiation with stakeholders.

Key Selection Criteria (continued)

b) Anglicare Victoria Capability Framework

Applicants are required to provide a written response to the Anglicare Victoria Capability Framework. Applicants are to describe how they demonstrate the characteristics in each of the two nominated capability groups; **Personal Qualities** and **Relationship and Outcomes** (no more than 1 page in total).

The Anglicare Victoria Capability Framework describes the capabilities required to meet the expectations of clients, colleagues and communities in today's changing environment.

These capabilities work together to provide an understanding of the knowledge, skills and abilities required of all employees.

Personal Qualities



Displays Resilience

Thrives in a changing environment. Handles ambiguity.

Maintains a positive attitude and continues to deliver exceptional results in the face of challenging situations.

Has a learning mindset

Shows drive and motivation and a commitment to learning. Strives for continual improvement by looking for ways to challenge and develop.

Brings an innovative approach, fresh thinking and curiosity to develop practical solutions.

Shows cultural awareness

Respects difference in all its forms.

Values diversity as a strength and positively utilises diversity.

Relationships and Outcomes



Puts clients first

Acts to make a real difference in their work.

Is passionate about providing exceptional service to clients, customers and end-users.

Works collaboratively

Collaborates with others and values their contribution. Skilled at building strong and authentic relationships.

Demonstrates technical and professional acumen

Creates distinctive value for clients and Anglicare Victoria by applying a range of technical and professional capabilities to deliver quality outcomes.

Leading People



Manages, coaches and develops people

Engages, motivates employees and volunteers to develop their capability and potential.

Inspires direction and purpose

Creates a positive and engaged team environment.

Communicates goals, priorities and vision and recognise achievements.

Leads change

Leads, supports, promotes and champions change, and assist others to engage with change.

Occupational Health & Safety (OHS)

Anglicare Victoria is committed to ensuring the health and safety of its employees and any other individuals present in our workplaces.

In achieving and maintaining workplace health and safety, Anglicare Victoria will apply best practice in OHS in accordance with statutory obligations at all times.

All Anglicare Victoria employees, contractors and volunteers are required to:

- take reasonable care for their own health and safety and for that of others in the workplace by working in accordance with legislative requirements and the company's OHS policies and procedures
- take reasonable care their actions or omissions do not adversely affect the health and safety of themselves and others
- cooperate with any reasonable directions, policies and procedures relating to health and safety in the workplace
- report all injuries, illness or 'near misses' to their Supervisor or Manager
- participate in relevant health and safety training based on roles and responsibilities
- as required, participate in the development and implementation of specific OHS hazard and risk management strategies.

In addition to the above, positions with supervision or management responsibility are required to ensure a safe and healthy work environment for all employees, clients, contractors and visitors. This can be achieved by ensuring all people are aware of and have access to OHS policies, procedures, training and reporting systems.

Cultural Safety in the Workplace

Anglicare Victoria recognizes the important and unique contribution Aboriginal and Torres Strait Islander employees make by bringing their unique skills, knowledge and experience to the workplace. They also contribute important insight into how Anglicare Victoria can provide for and engage with Indigenous clients and communities more effectively.

Our Reconciliation Action Plan (RAP) and Workforce Strategy outlines Anglicare Victoria's commitment to leading and facilitating sustainable employment, training, retention and career development opportunities for Aboriginal and Torres Strait Islanders people.

Conditions of employment

- An attractive remuneration package will be negotiated with the successful applicant. Salary Packaging is offered with this position.
- All offers of employment at Anglicare Victoria are subject to a six month probationary period. The staff member will be asked to participate in an annual performance review linked to objectives set out for the position.
- All offers of employment are subject to a satisfactory Criminal History Check, a current Driver's License and Employment Working with Children Check prior to commencement.

Acceptance of Position Description requirements

To be signed upon appointment

Employee

Name:

Signature:

Date:
