

QUALITY AND REVIEW LEAD INVESTIGATOR POSITION DESCRIPTION

July 2021

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 (Part time will be considered)
Duration	Ongoing
Fixed term end date	Not applicable
Location	Central Office Collingwood Required 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	July 2021

Overview of program

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

The role of the Lead Investigator is pivotal in providing expert leadership and direction in line with Anglicare Victoria's legal, legislative, contractual and accreditation requirements with the Department of Families, Fairness and Housing (DFFH) and other funding providers. This is a senior role which is required to undertake internal investigations in line with relevant legislative standards and forms a crucial part of the child safeguarding network within AV.

The Lead Investigator is required to ensure that investigations are completed in line with best practice principles and government requirements and that appropriate recommendations are made focusing on continuous improvement. You will be required to undertake and monitor investigations across all AV regions, in conjunction with other investigators, to ensure a defined, consistent and high quality investigative methodology is applied throughout the organisation.

Position Objectives

1.	Lead and promote practices that contribute to supporting and developing a culture of child safety throughout the organisation.
2.	Maintain and support "best practice" investigation 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 to a high standard in line with the requirements of the DFFH Client Incident Management System (CIMS) framework and the Victorian Reportable Conduct Scheme.
5.	Continually improve AV capability in investigations to ensure procedural fairness and natural justice are maintained throughout investigative processes and all participants are supported to participate appropriately.

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 best practice, relevant legislation, regulations and standards – in particular DFFH 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

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>	<ol style="list-style-type: none"> 1. Tertiary qualifications in social sciences, legal or quality systems. Relevant qualification in investigations i.e. Certificate IV in Government Investigations or similar.
	<ol style="list-style-type: none"> 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.
	<ol style="list-style-type: none"> 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.
	<ol style="list-style-type: none"> 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.
	<ol style="list-style-type: none"> 5. Demonstrated ability to present written investigative reports to a high standard, incorporating complex analysis and linking conclusions to evidence.
	<ol style="list-style-type: none"> 6. Significant experience with engagement, communication, collaboration and negotiation with wide range of internal and external stakeholders.

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:
