

**POSITION DESCRIPTION**

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| **Position Title:** | Critical Incident Investigation Manager |
| **Location:** | Morwell Office or other Quantum locations as required. |
| **Reports To:** | Executive Director |
| **Key Internal Contacts: (Program)** | Management Team  |
| **Hours of Duty:** | As per the Employment Agreement |
| **Duration:** | The period of employment is dependent upon ongoing funding. |
| **Salary Classification:** | SCHADS Award Level 8 |

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| **About Quantum** |
| Quantum Support Services has been operating in the Gippsland region since 1987. During this time, the organisation has built a strong reputation in achieving outcomes for the local community. We are a not-for-profit support service, which means that all funds are used to support the community. We offer services to clients at our five sites (Bairnsdale, Sale, Morwell, Warragul and the East Bairnsdale Community Hub) and outreach to clients living across Gippsland. The range of services we provide include:* Homelessness including youth crisis accommodation
* Tenancy advocacy and support
* Connecting people with the community such as assisting people experiencing vulnerability with health services and other support providers
* Family violence support for women and children
* Youth programs
* Out of Home Care including Foster Care

Quantum believes the celebration of diversity makes us and the community stronger.  We are committed to embracing everyone’s individual differences so that we can help create a strong workplace and community that is empowered to reach its potential. We celebrate diversity of gender, sexuality and spiritual or religious belief along with all cultural backgrounds including Aboriginal and Torres Strait Islander people.  Quantum recognises that we all have diverse life experiences that may be influenced by age, ability, social and financial status. Quantum supports everyone’s right to feel respected, safe, welcome and valued.In undertaking this role with Quantum, you are expected fulfil the obligations set out in this document and any other reasonable direction given to you by your Line Manager. Most importantly, the way in which you undertake your work and your behaviour towards you colleagues, clients and the wider community must align to the values set out below.  |
| **Vision:** | Our Vision is to enrich the wellbeing of Gippslanders |
| **Values:** | Respect, Integrity, Empowerment |
| **Our Core Values:** | * we are inclusive
* we are accountable
* we strive for sustainable outcomes
* we are proactive
* we show care
* we are agile and adaptive
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| **Our Goals** | * Provide the right services and programs in the right places.
* Increase access to early intervention and prevention services.
* Attract, engage and invest in our people.
* Build the profile of Quantum.
* Achieve a sustainable business model
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| **Primary Position Objective** |
| * Exercise formal delegation to undertake investigations and work collaboratively with senior management and others to strengthen case practice, provide effective service delivery and to support other practitioners.
* Model leadership in a range of areas including expert knowledge of legislation, policy and procedure, the application of investigative frameworks and procedures and the ability to think critically and analytically to achieve best outcomes for clients.
* Identify issues and trends, assess the potential application of developments in the field and develop, propose and apply solutions, new ideas and methods in more complex case matters with a view to promoting continuous improvement in professional practice and the achievement of agency objectives and sustainable outcomes for clients.
* Conduct quality audits of case practice and contribute to program improvements as required.
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| **Duties and Responsibilities** |
| **Overview** | * This position will exercise formal delegation for conducting investigations, including recommendations and related reporting under the Department of Health and Human Services (DHHS) Critical Incident Management System (CIMS). The role is responsible for providing expert case advice and leadership; supporting and developing individual, carer and/or family development plans where appropriate and demonstrating expertise through the investigation of allegations of abuse or harm of clients, including poor quality of care provided to children and young people residing in out of home care.
* At this level, the role is developing a reputation as an expert in these capabilities and has consistently demonstrated these capabilities in all settings/situations. Actively coaches colleagues in the application, theory and practice relating to these capabilities, engages and leads both colleagues and clients in these capabilities.
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| **Critical Assessment and Reflection** | * Risk assessment and analysis gathers information through a variety of sources and technologies in order to identify, articulate, and plan for the risks relating to each situation. Applies a strong investigative lens, and professional judgement, to analyse the available evidence.
* Co-ordinates and leads the planning, review and management of investigations within the DHHS CIMS guidelines.
* Critical enquiry uses evidence based frameworks to investigate issues, and is able to understand the root cause of each issue as well as the potential implications.
* Standardised reporting uses standardised reporting frameworks when recording case data, and when documenting care solutions provided.
* Reflective practice critically reflects on what they are doing in their role, and uses tis reflection to influence their practice.
* Reportable Conduct Investigations - Support Executive Director with Reportable Conduct Investigations and reporting, including development of systems to monitor and ensure compliance
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| **Engaging Others** | * Child centred and family focused relationship based practice within the context of DHHS funded programs focuses on the child and incorporates the family and social network, to deliver timely and proactive solutions.
* Collaboration engages, consults, and co-designs solutions with clients other practitioners and teams, agencies, services and the community, in order to deliver the best outcomes.
* Knowledge sharing exchanging critical information across the system, both internally and externally, to ensure shared understanding, and timely and appropriate action for clients and carers.
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| **Delivering Results** | * Problem solving integrates knowledge and internal insight with leading practice and research to address problems.
* Culturally informed practice and safety understands and applies culturally informed practice that is focussed on the child in the context of their family, in a way that considers situations, activities, decisions, and outcomes from the perspective of each stakeholder's cultural background.
* Business operations effectively uses business technology, systems, procedures, and financial and political nous, to achieve the best outcome(s) for clients.
* Evaluating and delivering program improvements - works with colleagues and key stakeholder to evaluate programs, identify opportunities, develop solutions, and identify and overcome barriers to continuously improve program outcomes.
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| **Leading and Inspiring** | * Practice Leadership leads children, families, and stakeholders through investigative assessment and decision making in an open, informed, proactive, and assertive manner.
* Developing others - Coaches, guides, and shares knowledge with colleagues to encourage learning and reflection.
* System leadership - drives relationships and effective working within DHHS and across other systems, to create a shared purpose, improve standards, and challenge the status quo.
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| **Reporting Safety** | * Safety is reviewed through an analysis of DHHS Client Incident Reports
* An Annual Report is developed on DHHS Client Incident Reports which includes recommendations on how Client safety is integrated into the risk management process.
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| **Agency Participation** | * Participate in regular supervision, review and individual planning, including the identification of training needs, provided by Executive Director.
* Participate and operate effectively within a team environment and attend and contribute to team meetings and Agency staff meetings.
* Maintain requirements for the release of information between services and keep accurate records as required by the Information Privacy Act and other acts relating to information sharing. Maintain requirements in line with Legislation relating to information sharing for the FVISS & CISS as related to the MARAM framework.
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| **Administration** | * Complete, in an accurate and timely manner, all necessary administrative tasks, including correlation of relevant forms, assessments and evaluations of participants
* Maintaining accurate records.
* Maintain case files for all program participants.
* Reporting on a weekly, monthly basis or as requested.
* Perform other duties relevant to Quantum Support Services' daily operations as directed by the Practice Leader and Quantum Support Services Line Management.
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| **General** | * Perform other duties relevant to Quantum Support Services' daily operations as directed by the Supervisor and Quantum Support Services Line Management.
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| **Health and Safety** | * Promote a safe workplace for colleagues and clients in accordance with OH&S legislation and Equal Opportunity Practices in accordance with Quantum policies and procedures.
* Give consideration to and recommend reasonable wellbeing initiatives that could benefit Quantum Staff.
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| **Key Selection Criteria** |
|  | **Knowledge and Skills**1. Confidently prepares investigation plans, carries out effective investigation procedures resulting in comprehensive documentation of evidence including analysis, findings and recommendations.
2. Understands child development – identifies normal developmental stages within a child's life, and understands attachment and trauma theories as they relate to child welfare practice.
3. Identifies risks to children – identifies factors that place a child at risk of abuse or neglect and articulates this risk verbally and in writing to a range of stakeholders including parent, children and other professionals.
4. Understands the legislative and statutory framework – understands and embeds the Child Youth and Families Act (2005) in practice, including the core responsibilities and principles of the Act.
5. Works confidently with Aboriginal children and families – demonstrates an understanding of the legislative, policy and practice requirements relating to Aboriginal children, families, and communities and the ability to apply decision-making.
6. Operates effectively in a fast paced and changing environment – operates effectively and delivers results in fast-paced, an ambiguous and changing environment.
7. Communicates risk and risk-related concepts verbally - confidently conveys ideas and information in a clear and interesting way. Understands and meets the needs of target audiences (delivers the right information to the right people). Welcomes constructive feedback. Sees things from other's points of view and confirms understanding.
8. Writes professionally and convincingly – prepares complex briefs, letters, emails and reports using clear, concise and grammatically correct language. Edits written communications to ensure they contain the information necessary to achieve their purpose and meet audience needs. Ensures appropriate style and formats are used.

**Personal Qualities**1. Adaptable - flexible to change, and accepts and integrates new information as a matter of course.
2. Decisive – makes rational and sound decisions based on consideration of the facts and alternatives.
3. Emotionally regulated – regulates emotions in the face of distressing and alarming news, to ensure the best outcomes are achieved for clients.
4. Resilient - responds thoughtfully and reflectively to distressing information, appropriately seeks guidance and support, and communicates effectively with others to undertake client centred work in the face of challenging situations.
5. Open and curious - adopts an open and curious approach to investigative work.

**General** * Excellent literacy and computer skills.
* Ability to work with minimal direction and supervision.
* Excellent time management skills.
* Enthusiasm, energy and interpersonal skills.
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| **Mandatory Qualifications** |  |
|  | A recognised Social Work degree or a similar welfare or behavioural related degree which includes;1. A primary focus on child development, human behaviour, family dynamics and/or impacts of trauma; and preferably
2. A practical component such as counselling or case work practice

Or1. A recognised Diploma of Community Services Work, or similar qualification with a primary focus on child development, human behaviour, family dynamics and/or impacts of trauma.
* Completed application must address the key selection criteria, include a current resume that contains or has attached, the name, address and telephone numbers of three referees.
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| **Desired** | * Relevant experience
* Certificate IV in Government Investigations or other related training / courses.
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| **Conditions of Employment** |
| **Required** | * Current Working with Children Check (full not voluntary)
* Current National Police Check (with no findings) prior to commencing employment and every 3 years thereafter.
* If you worked overseas for more than 12 months in the last 10 years an International Police Check will be required.
* Compliance with Quantum’s Child Safe Standards
* The successful applicant must hold a valid Victorian Driver's Licence that is not at risk of cancellation.
* The successful applicant must confirm in writing their acceptance of the Offer of Employment from Quantum Support Services Inc.
* The successful applicant is required to comply with the policies of Quantum Support Services Inc.
* This position is subject to an annual Review.
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| **Acknowledgement**  |
| Please sign and date to acknowledge you have read and understood this position description. |
| **Name (employee)** |  | **Date:** |  |
| **Name (line-manager)** |  | **Date:** |  |

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| **Document Tracking** | **Version** | **Issue date** | **Review Date** |
| Position created  | 1 | 19th September 2018 | 19th September 2021 |
| Position review & updated | 2 | 11th January 2021 | 11th January 2024 |
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