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## Practice and Quality Manager

<b>Team:</b>	Operations
<b>Location:</b>	Footscray
<b>Date:</b>	November 2020
<b>Status:</b>	Full Time
<b>Reports to:</b>	Head of Operations

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## Our Organisation

On the Line is a professional social health organisation that delivers outsourced digital counselling solutions on behalf of our funders. Our 24/7 telephone, online chat and video counselling services, are staffed by professional counsellors, psychologists or social workers who have experience working with a range of social and mental health issues.

## Our Mission

On the Line is a professional social health organisation providing counselling support, anywhere and anytime. We listen and encourage people to feel better: building resilience, fostering healthy relationships, and connecting people with community support.

## Our Vision

Encouraging people to feel better and create a life worth living.

## Our Values

### Courage

- Brave and inspired leadership
- Owning our story
- Kindness and compassion for ourselves and others
- Generosity in spirit

### Curiosity

- Explore possibility
- Listen, seek to understand
- Be interested in others, what they are passionate about and what drives and inspires them
- Open to new and different ways of working and seeing the world

### Connection

- Creating a welcoming and meaningful work environment for ourselves and our clients
- Value and engage with others through the stories people tell
- Highly developed self-awareness. Understand how our actions affect others
- Creating harmonious connections with ourselves, others and our environment

## Position Purpose

The Practice and Quality Manager will be a leader and provide support in the best practice delivery of our counselling services.

Through the delivery of effective professional quality and practice standards, the role ensures that both individual clients and funders receive the most effective counselling outcome resulting in an improved value proposition for On the Line. This will be achieved through evidence-based research and a continuous improvement ensuring that Operations is continually supported through frameworks, policies and procedures that are focused on promoting the interaction between client and counsellor.

Key activities include:

- Proactively lead a team to be focused on continuous improvement focus and support
- Champion practice excellence through quality monitoring
- Have continued awareness of the interaction between client and counsellor
- Build, and a maintain practice knowledge in a library
- Ensure processes and frameworks are adapted for all services, models and channels
- Provide support through governance, policies and procedures on quality and practice
- Ability to understand the support required for counsellors and a facilitator where required for training

## Key Activities

### Practice and Quality Improvement

- Lead approach to client-led plans for different models of client goals (multi, single, repeat etc.)
- Determine the capability framework for the counsellor to be able to deliver on a practice model
- Develop and implement best practice framework for counselling in FV, SP, MH
- Continuous improvement mindset by evaluating service delivery through quality reviews and auditing
- Support Operations with tangible and relevant reporting that enables improvement of call quality
- Develop and maintain processes for Repeat caller management
- Understand and develop best practice through research and identification of trends in the sector and community

### Services

- In collaboration with Growth and Innovation, develop program logics for each service (existing and new)
- Counselling framework
- Outcomes and program evaluation
- Develop (can outsource) client, service, case management models, frameworks and guidelines
- Ability to conduct literature reviews and desktop research to understand industry best practice

### Practice Knowledge

- Develop a range of evaluation strategies for continuous improvement both formal and informal education programs
- Develop suitable programs for quality and practice including broader based professional subjects
- Maintain a research repository for evidence-based practice
- Keeps up with current sector best practice and all models are evidence-based

## Position Description

- Determine the capability framework for the counsellor to be able to deliver on practice models
- Support frameworks for counsellors
- Build and maintain a knowledge base/library
- Maintain a research repository for evidence-based practice

### Quality and Practice Governance

- Ensure appropriate standards and governance measures are in place across all services
- Monitor and endeavour to minimise risk, through governance and performance at an organisational and individual counsellor level
- Develop and maintain the Governance Framework; be an advocate for governance
- Understanding of and collaborating with Shared Services concerning Health Records and Privacy Compliance
- Be a proactive and engaged participant in all governance meetings; ensure any outcomes are delivered within timeframes

## What you bring to the role

- Tertiary qualification (minimum Bachelor) in Psychology, Social Work or Counselling or equivalent experience
- Tertiary qualifications in a business-related discipline would be an advantage
- AHPRA Psychology Board of Australia general registration as a psychologist. Practice endorsement optional
- AHPRA Psychology Board of Australia Board-approved supervisor
- Minimum of 10 years' relevant sector experience
- Knowledge of and experience in men's social health, crisis counselling, suicide prevention, relationship counselling, child abuse and family violence issues
- Extensive clinical supervision experience, both individual and group
- Demonstrated experience in the governance of risk
- Leadership and program management experience
- Demonstrated ability to apply counselling approaches to social health issues and needs
- Demonstrated ability to conceptualise, design, implement and review effective systems for quality and practice assurance
- Demonstrated experience in providing clinical guidance to staff using clinical guidelines and a current evidence base to inform clinical decision-making.
- Demonstrated management expertise, particularly concerning planning and implementing clinical programs and supervising clinical staff.
- Demonstrated team building and leadership skills and the capacity to work effectively with a diverse range of people.
- Well-developed project management skills and attention to detail.
- The right to work unrestricted in Australia (evidence will be required)
- A current National Police Records Check (or willing to apply for one)
- Working with Children Check (or willing to apply for one)

## What you will need to demonstrate

- A strong sense of trust and a high level of confidentiality and integrity
- Willingness to work across all areas of the business, and who at times will need to be involved in operational/transactional work
- Strong interpersonal, communication and relationship building skills with the ability to consult and provide advice to all levels of the organisation
- Strong ability to work with different technologies with ease
- Ability to work independently and contribute effectively as a team member to achieve goals
- Commitment to professional development, continuous learning and openness to feedback and coaching
- Flexible, enthusiastic and positive
- Motivated and ability to use own initiative
- Ability to work independently and within a team
- Excellent time management and organisational skills

## Health Safety and Wellbeing

All employees at On the Line have a shared responsibility to advocate for a healthy and safe working environment. This means that you will take reasonable care to protect your health and safety and that of any other employee or visitor in our working environment. We all have a responsibility to report any incident or injury and to embrace key initiatives that minimise risk to you, your colleagues and On the Line.

## Decision-making authority

The Practice and Quality Manager has co-authorisation and authority to liaise with external representatives on behalf of On the Line, as approved by the Executive and in line with the Delegations of Authority.

## Dimensions & working relationships

### Working relationships

- CEO and Executive
- Service Centre Manager
- Team Managers
- Counsellors
- HR
- Instructional Designer
- Project Management Office
- Quality Risk and Compliance Specialist
- Commercial Relationships and Contracts Manager
- External providers and stakeholders where relevant
- Other On the Line managers and staff as required

## Position description maintenance

<b>Reviewed Last:</b>	November 2020			
<b>Conducted By:</b>	Head of Operations			
<b>Approved By:</b>	Chief Executive Officer			
<b>Next Review:</b>	November 2021			
<b>Risk Rating</b>	<b>LOW</b>	MEDIUM	HIGH	EXTREME