
Quality Assurance Specialist

Team: Clinical Practice Team

Location: Footscray

Date: September 2021

Status: Full Time

Reports to: Clinical Practice Manager

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 Quality Assurance Specialist will have a solid understanding of all services at On the Line. Build and maintain strong working relationships with Service Centre Team to ensure high-quality counselling is delivered.

Key activities include:

- Maintaining cross-functional relationships across On the Line to have a strong understanding of the organisation
- A coaching based mindset in working counsellors in performance improvement
- Be a proactive team player to be focused on continued support and improvement
- Champion practice excellence through quality monitoring
- Have continued awareness of the interaction between client and counsellor
- Build and maintain practice knowledge in a library
- Support counsellors

Key Activities

Practice and Quality Monitoring

- Undertake Call Quality Reviews (CQR) (and chat transcripts) to explore knowledge and skill capabilities, understanding and opportunities for improvement
- Provide feedback and outcomes of CQRs to Counsellors and the Service Centre Manager
- Track and report all CQRs that are completed monthly and yearly

Practice and Quality Improvement

- Works closely with Clinical Practice Manager to coordinate, develop and enhance process improvement
- Facilitate feedback and service improvements into the Service Centre
- Technology lens from a practice perspective
- Continuous improvement mindset by evaluating service delivery through quality reviews and auditing
- Understand best practice through research and identification of trends in the sector and community
- Develop suitable programs for quality and practice including broader based professional subjects
- Keeps up with current sector best practice and all models are evidence-informed
- Support the capability framework for a counsellor to be able to deliver on practice models
- Support the evaluation strategies for continuous improvement both formal and informal education programs
- Support and maintain the knowledge base/library

Services

- Work closely with the Service Centre and HR Team to understand impacts of CQR preparation and feedback on counsellor availability
- Understand how we deliver our services against our contracts
- Develop case studies to inform service enhancements
- Ability to conduct literature reviews and desktop research to understand industry best practice

Clinical Expertise

- Support and contribute the wider Learning and Development function
- Maintain contemporaneous clinical knowledge and skills
- Participation in reviews of learning modules
- Develop and facilitate modules for induction and other opportunities as required
- Assists Counsellors with the completion of Performance Plans and other performance management processes against feedback received from CQRs
- Provide 1:1 education/ training as required

Key Deliverables

Activity	KPI's
Practice and Quality Monitoring	<ul style="list-style-type: none"> • Complete regular CQR (and chats) of all Counsellors, as frequently as agreed • Provide timely advice to Counsellors and relevant stakeholders • Provide reports and insights as frequently as agreed • Maintain appropriate documentation
Practice and Quality Improvement	<ul style="list-style-type: none"> • Proactively be involved in process improvement of the clinical function and delivery of services • Understand best practice through research and trends analysis • Develop programs for quality and practice • Support the framework and strategies for best practice • Support and maintain the knowledge base library
Services	<ul style="list-style-type: none"> • Actively engage the Service Centre and HR Team on delivering feedback on Counsellors • Understanding of all services at On the Line and our SLAs
Clinical Expertise	<ul style="list-style-type: none"> • Support the wider Learning and Development function including being involved in regular reviews • Maintain clinical knowledge and skills • Actively develop and facilitate modules as required for induction and other learning opportunities • Assist with training/coaching opportunities through performance management processes

What you bring to the role

- Tertiary qualification (minimum Bachelor) in Psychology, Social Work, Mental Health Nursing or Counselling or equivalent 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 clinical risk governance
- Demonstrated ability to apply counselling approaches to social health issues and needs
- Demonstrated ability to provide feedback and conduct difficult conversations
- Demonstrated experience in providing clinical guidance to staff using clinical guidelines and a current evidence base to inform clinical decision-making
- 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 (and cleared) 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
- Must have excellent communication and writing skills
- 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 counsellors
- Strong ability to work with different technologies with ease
- Motivated and with ability to work independently and contribute effectively as a team member to achieve goals
- Flexible, enthusiastic and positive
- Commitment to professional development, continuous learning and openness to feedback and coaching within a "real-time" assessment framework
- Understanding of team relationships and demonstrated ability to connect with and work collaboratively with others in a team environment
- Calmness and resilience
- Excellent interpersonal skills
- Excellent time management and priority setting skills
- Reliable and punctual

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 own 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 Quality Assurance Specialist has no decision-making authority.

Dimensions & working relationships

Team members supported	<ul style="list-style-type: none">• N/A
Working relationships	<ul style="list-style-type: none">• Clinical Practice Manager• Clinical Practice Team• Team Leaders• Team Manager – 1800 Respect• Higher Duties Counsellors• Counsellors• Social Media Moderators• Intake and Case Coordinators• HR Team• Service Centre Manager• Executive and CEO• Other On the Line employees as required
Shift requirements	Full Time

Position description maintenance

Reviewed Last:	September 2021
Conducted By:	Clinical Practice Manager
Approved By:	Chief Executive Officer
Next Review:	October 2022
Risk Rating	LOW MEDIUM HIGH EXTREME

Position Description

