

POSITION DESCRIPTION

POSITION

Role:	Practice Improvement Advisor
Business Unit/Branch:	Programs and Services Branch
Location:	Melbourne / Sydney
Employment type:	Full-Time, Fixed Term
Classification:	Social, Community, Home Care and Disability Services Industry Award – Level 5
Salary:	\$80,000
Length of term:	30 June 2023
Position reports to:	Head of Clinical Governance
Number of reports	Nil
Company overview:	<p>SANE Australia is the leading organisation making a real difference for the five million people affected by complex mental health issues nationally. Australians affected by complex mental health issues – such as schizophrenia, bipolar disorder, complex trauma, and severe depression and anxiety – experience major barriers in accessing quality, affordable support, and face high levels of stigma and discrimination.</p> <p>SANE is committed to changing this reality through its digital and phone counselling, peer support services, arts programming and services, and advocacy and research programs.</p>
Position contact:	Name: Karen Hall Email: karen.hall@sane.org

POSITION PURPOSE

As part of SANE, the Practice Improvement Advisor will monitor and improve practice of service delivery staff consistent with the Service Framework & Model of Care, and the Clinical & Quality Governance Framework. They will review and audit case records, provide supervision and facilitate training to the Service Delivery Team to ensure delivery safe, high-quality services.

The role will work closely with Managers, Team Leaders and the Learning and Resourcing Coordinator to promote continuous quality improvement and a culture of professional development.

KEY FUNCTIONS

Key Relationships

- External Clinical Supervisors

Key Accountabilities

- **Practice Coaching, Quality Assurance and Auditing**
 - Provide practice coaching and guidance for Counsellors and Peer Workers, to ensure safe and quality service provision.
 - Review Support Plans, Safety Plans and Incident Response and Prevention Plans to ensure robust risk management approach which is underpinned by trauma informed care principles.
 - Conduct regular reviews of case files, including call recordings, to ensure that service and ethical standards are met.
 - Provide feedback to Team Leaders and Managers to help inform coaching for counsellors and peer workers on their practice.
 - Support development and implementation of practice guides to support delivery of quality and safe practices across the team.
 - Develop and facilitate core training for new starters, to promote consistent service delivery and provision of interventions aligned with the SANE Service Framework and Model of Care.
 - Provide guidance on support planning, risk assessments, promoting service inclusion and pathway planning to peer support workers and counsellors.
 - Provide oversight and support to Service Delivery team around management of high risk client related incidents and safety concerns. Escalate risk and safety concerns to Head of Quality and Clinical Governance in accordance with SANE Policy and Procedures.
 - Facilitate training and group coaching sessions for Counsellors and Peer Work Team, encouraging reflective practice and a culture of professional development.
 - Maintain and promote a continuous quality improvement focus, through regular formal and informal communication with key stakeholders, including SANE Managers and Team Leaders.
 - Promote integrated practice approach and provide coaching around support to counselling and peer workers to embed culture of integrated peer and counselling support services.

- Contribute to the development of best practice service delivery and assist SANE to achieve and maintain accreditation with relevant mental health standards
- Provide Service Delivery reports to the Head of Clinical Governance, flagging any emerging trends related to safety or quality concerns.
- **Skill Development**
 - Identify practice gaps and emerging themes from audits and staff feedback to inform the need for development of new practice resources and training opportunities.
 - Provide timely and constructive feedback to Managers on practice gaps and performance concerns.
 - Support development of Supervision / Coaching Policy and Procedures.
 - Facilitate 1:1 practice support and group reflective practice sessions.
 - Develop and facilitate core training for Counselling and Peer Support Teams.
 - Provide practice support and oversight of complex cases.
 - Provide critical incident debriefing in consultation with the Head of Quality and Clinical Governance.
- **Quality and Safety**
 - Ensure services are delivered in accordance with SANE's processes and in line with our mission, vision and values.
 - Promote understanding of regulatory frameworks, and adherence to Standards.
- **People and Culture**
 - Embrace the SANE Australia values in everything you do
 - Maintain respectful relationships and communications with all SANE Australia team members, partners and supporters.
 - Help promote a company culture that encourages performance and high morale.

ESSENTIAL REQUIREMENTS

Skills & Expertise

- Demonstrated capacity and capability to provide individual and group coaching and practice support.
- Knowledge of and experience with evidence-based counselling and peer work frameworks and understanding of contemporary issues as they relate to SANE's Service Users.
- Experience and competence in supporting counselling and peer support teams in the delivery of mental health supports.
- Highly developed oral and written communication and interpersonal skills, with a particular focus on feedback and person-centred approach.
- Ability to maintain confidentiality of all documentation.

- Capacity and willingness to contribute to a supportive and productive team environment
- Ability to work effectively under pressure whilst retaining a strong eye for detail.
- Demonstrated ability to produce relevant reports both verbally and written.
- Commitment to ongoing learning and development with a growth mindset that is applied practically in terms of continuous improvement and innovation.

Qualification and Experience

- Relevant tertiary qualification in health or welfare, such as social work, psychology, counselling, or Certificate 4 in Peer Work.
- Minimum 2 years of experience in a supervisory role
- Minimum 2 years of experience working in Mental Health

PRE-EMPLOYMENT CHECKS

All appointments to SANE are subject to reference checks, criminal record checks, Working with Children Check, and a double-vaccination requirement.

Date PD Adopted:	August 2022
PD Review Date:	August 2024