

Position Description

The Role

Title:	Practice Improvement Advisor
Purpose Statement:	The purpose of the Practice Improvement Advisor is to monitor and improve practice of service delivery staff consistent with the Service Framework & Model of Care, and the Clinical & Quality Governance Framework. They 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.
Team:	Clinical Governance
Reports to:	Head of Clinical Governance
Staff Reporting to:	N/A
Location:	Sydney or Melbourne
Employment Status:	Full Time (Fixed term contract to June 30 2023)
Industrial Award:	Social, Community, Home Care and Disability Services Industry Award – Level 5

Key Functions:

- **Clinical and Quality Support and Auditing**
 - Provide clinical oversight 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.
 - Conduct regular reviews of case files, including counselling transcripts, to ensure that service and quality standards are met.
 - Conduct electronic client file audits and record compliance with client file management procedures.
 - Provide feedback to Team Leaders and managers to help inform coaching for counsellors and peer workers on their practice
 - In collaboration with the managers and team leaders, ensure ethical and professional practice is compliant with SANE's mission, ethics, policies, and procedures and contribute to good practice clinical delivery.
 - 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.
 - Participate in support planning processes and meetings with internal departments.
 - Provide clinical oversight of high-risk client related incidents and safety concerns.
 - Facilitate training and group supervision 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.
 - Communicate regularly and effectively with Managers and Team Leaders by maintaining regular reporting, relating to clinical reviews in relation to competencies, compliance, and matters pertaining to concerns of performance.
 - 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**
 - Advise Managers and Team Leaders on emerging themes to inform development practice improvement plans team members.
 - Provide timely and constructive feedback to Service Delivery staff
 - Develop policy and process related to the provision of internal and external supervision and facilitate group supervision sessions.
 - Develop and facilitate core training for Counselling and Peer Support Teams.
 - Provide clinical support and oversight of complex cases.
 - Provide critical incident debriefing in consultation with the Head of 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.

Key Relationships

The Practice Improvement Specialist will need to develop strong external relationships with:

- External Clinical Supervisors

Essential Requirements - Key Selection Criteria:

- **Skills & Expertise**
 - Demonstrated capacity and capability to provide individual and group clinical supervision.
 - Knowledge of and experience with evidence-based counselling and peer work frameworks and an understanding of contemporary issues as they relate to SANE's clients.
 - Experience and competence in the design and delivery of individual counselling and peer support involving diverse client groups in digital and telephone settings
 - Highly developed oral and written communication and interpersonal skills, with a particular focus on feedback.
 - Has the 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.
 - Membership (or eligibility) of a relevant professional association.
 - Minimum 3 years of experience in a similar role
 - Minimum 2 years' experience working in Mental Health