

## Clinical Practice Lead

<b>Program</b>	Centacare South West NSW
<b>Location</b>	Wagga
<b>Employment Type</b>	Full-Time
<b>Classification</b>	Social, Community, Home Care and Disability Services Industry Award
<b>Travel Required</b>	As required

### About Centacare South West NSW

We are a Catholic Social Service agency of the Diocese of Wagga Wagga, and we exist to make a positive difference in people's lives. Our Vision is to empower communities, children, individuals, and families to create change for the better. We do this by creating thriving, resilient, and connected communities.

Our Objectives:

- Community needs are at the heart of everything we do.
- We are a recognised and trusted brand, and a provider of choice for our communities.
- We demonstrate organisational sustainability.
- We foster our Catholic Identity.

### Organisational Context

We are a member of the wider network of Catholic social service organisation across Australia, known as Catholic Social Services Australia. We are a not for profit, non- government organisation that has been providing professional services to individuals and families since 1991.

We act on behalf of the Diocese to alleviate disadvantage through the provision of services to children, young people, individuals, families, and communities in the Diocese. Centacare is committed to the safety of all Children we service and is compliant with the Child Safety Standards.

### Position Purpose

The Clinical Practice Lead will work under the direction of the COO, to support the governance of effective and quality clinical services delivery. This position will focus on ensuring excellence in quality care provision by ensuring adherence to the clinical governance and providing quality and appropriately identified services to people using Centacare SWNSW services.

The position will guide, support and ensure staff operate under the most effective configuration of clinical services to meet the needs of the community, including coordinating regular in-services and best practice educational opportunities.

As CPL you will provide strategic clinical leadership across all aspects of the program delivery and or services undertaken by Centacare Southwest NSW. As well as contribute to the design and configuration of clinical services. Contributing to the ethical management and utilisation of program resources will also be a part of this role.

The CPL will also review and evaluate the effectiveness of clinical services including auditing and clinical governance, as well as develop and present robust business cases for significant change initiatives and keep abreast of advances that will improve participant care and experience.

The CPL will work with the COO to support and provide guidance and education to not only staff, but to those students who participate in placements within our organisation. Including supporting students completing their university placements by, interviewing potential students, inductions, onboarding and teaching the theory and practice of discipline specific interventions used within the Centacare therapeutic framework and placement supervision.

This role will also include promoting Centacare services, along with networking and collaborating with service providers to benefit the communities within the area. The role fosters a culture of commitment to learning and teaching within Centacare, by focusing on all staff's professional development education and planning.

### Position Details

<b>Reports to</b>	Chief Operations Officer (COO)
<b>Direct Reports</b>	Nil
<b>Division</b>	Clinical Services
<b>Requirements</b>	<ul style="list-style-type: none"> <li>• National Criminal History Check</li> <li>• Working with Children Check</li> <li>• Possess an unencumbered driver's license</li> <li>• COVID-19 Vaccinations</li> </ul>

### Relationships

<b>External</b>	<ul style="list-style-type: none"> <li>• NSW State Government Funded Bodies</li> <li>• Other local Non-Government Agencies</li> <li>• Professional Bodies</li> </ul>
<b>Works Closely with</b>	<ul style="list-style-type: none"> <li>• COO</li> <li>• Clinical Practice Lead-Albury</li> <li>• Practice Leads</li> <li>• Regional Managers</li> <li>• Centacare South West NSW staff</li> </ul>

### Skills & Responsibilities

These Key Accountabilities align with Centacare SW NSW's strategic and operational goals.

Skills & Responsibilities	Key Performance Indicators
<b>Staff Professional Development and Training</b>	
<ul style="list-style-type: none"> <li>• Support staff with clear professional development and training schedule of opportunities, including compulsory training and education across all areas.</li> <li>• Working closely with other CPLs and Practice Leads guided by the COO reviewing and collating feedback of Centacare models of service delivery, compliance, and case file auditing.</li> <li>• Provide orientation and support for students entering placement within Centacare</li> </ul>	
<b>Service Quality/Client Support</b>	
<ul style="list-style-type: none"> <li>• Work in collaboration with practitioners to monitor clients and clients waiting lists and ensure that appropriate allocations, assessment, management and follow up support and referral are provided.</li> </ul>	

- Ensure of the provision of high-quality education that promotes the professional growth to both staff and students.
- Provide information and recommendations to the COO in relation to staff education, supervision, and organisational compliance.
- Establish and maintain specific and identified linkages within the local interagency networks with active referrals to and from networks to enhance partnerships and improve access to services.
- Develop and contribute to community events that ensure families have increased connections and social networks.
- Support staff to maintain professional records and ensure clinical and administrative standards are maintained in accordance with the current legislation and Centacare's Clinical Governance Framework.
- Ensure the use and implementation of evidence base best practice interventions.
- Monitor, review and evaluate participant outcomes.
- Monitor, review and manage participant waiting lists.
- Conduct file audits to ensure the quality of clinical practice, compliance with practice guidelines, standards and policies and procedures across all Centacare services.

Skills & Responsibilities	Key Performance Indicators
<b>Health &amp; Safety</b>	
<ul style="list-style-type: none"> <li>• Adhere and contribute to Work Health and Safety (WHS) by complying with the Work Health Safety Act 2011, and the organisations WHS management system.</li> <li>• Ensure office-based culture is a positive, respectful and cohesive environment.</li> </ul>	
<b>Quality Assurance</b>	
<ul style="list-style-type: none"> <li>• Provide collated evidence, data and statistical reports and information to COO as required.</li> <li>• Contribute to continuous improvement processes and adhere to Quality Assurance policies and organisational operational plan.</li> <li>• Adhere and contribute to Agency policy and procedures. Work to be consistent with the ethos and ethical standards.</li> <li>• Maintenance of patient confidentiality</li> </ul>	
<b>Human Resources</b>	
<ul style="list-style-type: none"> <li>• Undertake appropriate supervision on a regular basis and relevant team or peer support activities.</li> <li>• Promote staff and student welfare and wellbeing while and ensure that this is communicated with Management around additional supports needed.</li> <li>• Participate in professional development and Agency activities as negotiated with the Management Team.</li> <li>• Undertake any other duties as requested by the COO.</li> </ul>	

## Selection Criteria





### Essential Requirements:



- Hold tertiary qualifications in Social Work, Psychology, Occupational Therapy, Counselling, Behavioural Sciences or related discipline and have a minimum of 5 years post qualification experience
- Membership with professional bodies, Australian Counselling Association (ACA- minimum level 4), Australian Association of Social Workers (AASW), Psychotherapy and Counselling Federation of

Australia (PACFA) The Australian Health Practitioner Regulation Agency (AHPRA)

- Demonstrated experience in a wide range of counselling theory and practice and experience in counselling young people and supporting their recovery
- Demonstrated knowledge and experience with providing formal professional supervision that is in alignment with your professional body
- Demonstrated experience delivering evidence-based group work and the ability to apply that to a variety of contexts
- Demonstrated high level of interpersonal skills with a proven ability to participate in a collaborative and supportive manner, and the capacity to work both independently and as part of a team.
- Sensitivity to the needs of people with special needs including Aboriginal and Torres Strait Islander people, Cultural and Linguistically Diverse clients, and the disabled and disadvantaged.

**Centacare South West NSW Values**

 <p>Courage</p>	<p>We are a strong and sustainable service, with good operational performance to ensure we can meet community needs now and into the future. By maintaining governance and performance frameworks that promote quality services and a professional and skilled workforce.</p>
 <p>Respect</p>	<p>Along with our engaged staff who are leading brand ambassadors for Centacare we will strengthen our community insight through consumer and carer consultation.</p>
 <p>Compassion</p>	<p>Community needs are at the heart of everything we do. We are a leading social service agency providing quality services to the vulnerable, continually increasing services to meet the growing needs of our communities.</p>
 <p>Excellence</p>	<p>We are a centre of excellence. We are innovative and adaptable. We have high standards and ensure best practice approach to our service.</p>

 <p><b>Team</b></p>	<p>We are a team. We build a positive team spirit. We watch out for each other. We support each other and we celebrate success. As a team, we make a difference.</p>
 <p><b>Faith</b></p>	<p>As a Catholic Social Service Agency, we are proud of our heritage, spirituality, vocation, and whole-person care. We embed Catholic Social Teaching and social justice which guides our work and provides the foundation for our values. By working with the whole person, as an individual, as a family, as a community and as a unique spiritual being.</p>

Centacare South West NSW is committed to ensure our organisation upholds the Safety of all children and young people and their right to be safe. We are compliant with the recommendations of the Office of Children’s Guardian.

<b>Reviewer</b>	CEO	<b>Version:</b>	February 2025
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