



Position Title: Internal Consultant - Evaluation and Service Development

Team: Public Policy & Practice Development

Region: Central

Supervisor: Senior Internal Consultant- Practice & Policy Development

Delegations and Authorities: In Line with Delegations Policy

Band: (A-F)D

Date Completed: 18/1/2010

ORGANISATIONAL INFORMATION

OUR VISION AND FOCUS

All children have a good childhood - growing up in families and communities where they feel safe, nurtured and have hope for the future.

Berry Street chooses to work with children, young people and families with the most challenging and complex needs. We work across metropolitan, regional and rural Victoria.

To achieve our vision Berry Street delivers a wide variety of programs, from those aimed at strengthening families and communities through to those that focus on helping people recover from the trauma of violence, abuse and neglect.

We group our programs into: community, disability services, education, family services, foster care, residential care, therapeutic services and youth services.

OUR VALUES

Berry Street expects all staff to apply these values in all aspects of their work.

Courage: To be the best we can be

Integrity: Expect a personal and organisation commitment to honesty

Respect: Acknowledge the importance of each person's heritage, traditions, identity, needs and aspirations

Accountability: Be responsible for our own actions

Working Together: Work with our clients, each other and our colleagues to share knowledge, ideas, resources and skills

ROLE CONTEXT

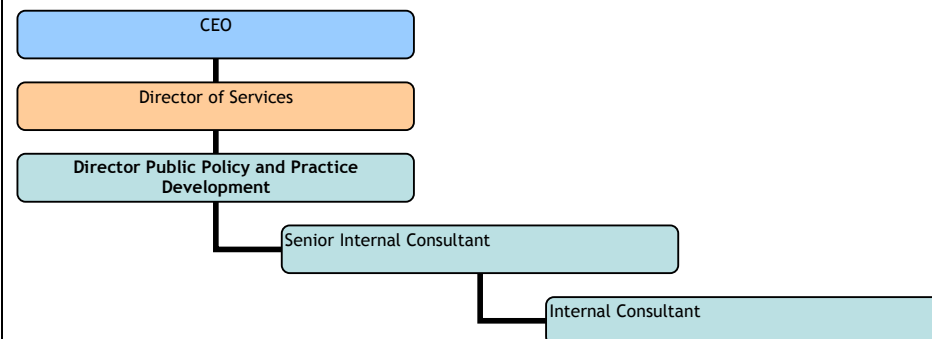
The Public Policy and Practice Development team is an internal consultancy team which resources and supports Berry Street's programs across Victoria. The team comprises five staff: a Director, two Senior Internal Consultants and two Internal Consultants. The team focuses on Berry Street's public policy, evaluation and research, supporting reflective and evidence-informed practice, facilitating continuous improvement across all services and advocating internally and externally for policy, practice and system reforms.

The Internal Consultant - Evaluation and Service Development works to increase our capacity to:

- secure additional resources for services, research, evaluation and projects by writing and coordinating the preparation of major tenders
- develop and sustain an agency wide evaluation framework
- analyse and respond to systemic reforms and socio-economic trends for their likely impact on families and children
- participate in and effect policy development processes in the child and family welfare sector

REPORTING RELATIONSHIPS

This role is based at our central office with the following reporting relationships.



SELECTION CRITERIA - ESSENTIAL	
<ol style="list-style-type: none"> 1. Demonstrated capacity to think analytically, conceptualise practice and articulate service models. 2. Demonstrated experience in the preparation and writing of major tenders and submission that match organisational priorities with tender requirements. 3. Demonstrated experience in program evaluation experience in the human services field, including the development of program logic, and the ability to assist Berry Street staff in planning and managing self evaluations. 4. Project planning and management skills including the ability to bring together a diversity of internal and external stakeholders and deliver project outcomes. 5. High level policy analysis and written skills including experience in preparing policy submissions and writing for publication. 6. Broad knowledge of the community services sector including an understanding of contemporary challenges in child protection, child and family welfare and child development. 	<ol style="list-style-type: none"> 7. Collaboration, relationship building and liaison skills to support functioning as an 'Internal consultant'. 8. Personal qualities of creativity, flexibility and conscientiousness, and a demonstrated understanding of and commitment to the values of Berry Street. 9. Demonstrated ability to manage competing priorities, work in a self-directed manner, as part of a team and to seek and offer support to and from colleagues. 10. Appropriate tertiary qualifications.
SELECTION CRITERIA - DESIRABLE	OTHER MANDATORY REQUIREMENTS
<ol style="list-style-type: none"> 1. Mentoring and networking skills with a focus on supporting colleagues to increase their skills in evaluation, submission writing, development of conference presentations and writing for publication. 2. Presentation skills with the ability to articulate results and present to a diverse range of internal and external stakeholders and audiences. 3. Current Drivers License 	<ol style="list-style-type: none"> 1. Working with children check (WWCC) 2. Satisfactory Criminal Record Check

KEY ACCOUNTABILITIES AND RESPONSIBILITIES - the key duties that will indicate success in the role

ACCOUNTABILITY	SPECIFIC RESPONSIBILITY
<p>Coordination of Government Tenders and Submissions</p>	<ul style="list-style-type: none"> • Coordinate and project manage the preparation of major tenders and funding submissions for submitting to government or other funding sources • Support relevant regional staff using a project management approach in their preparation of tenders/submissions - assisting with model articulation, budget preparation, ensuring selection criteria are addressed, document layout and inclusion of supporting documentation. • Where required take a direct role in writing, editing and completing tenders and submissions or securing the necessary assistance to have tenders completed • Source, collate and distribute (internally) information about government tenders and ensure the Berry Street Government Tenders/Submissions Application and Endorsement Process is implemented. • Assist Berry Street programs and services to develop tenders and submissions by providing access to standardised information including information on Berry Street's history, operations, expertise, management, governance and human resource systems and operational policies. • Utilising the internal tender contract management system, ensure that all internal records in relation to government tenders and submissions are comprehensive, current and accurate. • Undertake the final edit and quality control of all government tenders and submissions before sign-off by the CEO.
<p>Evaluation, research and service development</p>	<ul style="list-style-type: none"> • Contribute to the development and implementation of an organisation wide evaluation framework. • Design, undertake or participate in evaluation of Berry Street programs as required. • Develop, maintain and make accessible within Berry Street resource tools to enhance staff capacity to: <ol style="list-style-type: none"> I. Design and implement service and program evaluations II. Evaluate projects and one-off activities utilising simple and accessible evaluation tools III. Document program and service models IV. Prepare conference papers, case studies, newsletter and journal articles • Develop and provide training, coaching and support to relevant staff to enhance their capacity to conceptualise and implement evaluation projects and activities. • Facilitate access to current research, policy and practice related news and publications from governments and other external agencies for a range of staff including Directors, Senior Managers and team leaders.

	<ul style="list-style-type: none"> • Coordinate the process for receipt and assessment of internal and external research ethics applications seeking the involvement Berry Street staff, clients or access to information held by BS in line with BS research ethics policy. • Contribute to the ongoing development of Foundations for Practice - the Berry Street evidence-informed practice framework.
Policy and submission writing	<ul style="list-style-type: none"> • Under direction, research and draft Berry Street submissions, position papers and other responses to external public policy inquiries and processes. • Support Berry Street senior staff including the Deputy CEO to prepare for and participate in external projects, forums, committees and activities and, where required, represent Berry Street to external stakeholders. • Develop information briefings for internal forums and newsletters on current public policy issues relating to the Berry Street Strategic Plan and priority advocacy agenda. • Resource Berry Street Regional/Group Directors and other senior staff with briefings on policy issues impacting on services and programs.

SHARED ACCOUNTABILITY	SHARED RESPONSIBILITY
<p>Internal Consultancy, Team projects and collaboration</p>	<ul style="list-style-type: none"> • In partnership with other members of the Public Policy & Practice Development team, provide consultancy to programs across Berry Street - sharing skills, responsibilities, project management and resources, and encouraging a culture of collaboration, development and innovation. • Work across portfolios within the Public Policy & Practice Development team on identified priorities such as quality improvement, client participation, Foundations for Practice, submission and tender writing, program evaluations, policy development, advocacy and representing BS at external meetings and forums. • Assist Berry Street regions and groups to identify, scope and articulate their priorities for service growth and diversification in response to regional needs. • As required draft practice focused policies, procedures and other documents for inclusion in the <i>BS Policy Framework</i> • Provide reports to the Senior Internal Consultant on a monthly basis and to the Director, Executive Management Team and CEO as required. • Participate in Policy & Service Development team meetings, Central Office staff meetings, Interest Groups, Berry Street committees, working groups and external meetings and forums as appropriate. • From time to time, provide supervision and support to project workers, seconded staff and/or external consultants as required within the Policy & Service Development team. • Take on a project management role in implementing time-limited projects within the Public Policy & Practice Development team as identified needs arise. • Other duties, as directed.

CAPABILITIES are the ingredients that you need to develop to be fully successful. They describe **how** you will go about your role. More details regarding these capabilities can be found in the Berry Street Capability Framework.

KEY CAPABILITIES	INDICATORS
<p>Capability: Demonstrates Leadership</p> <p>Elements</p> <ol style="list-style-type: none"> 1. Inspires understanding of purpose and direction 2. Builds individual and organisational capability 3. Promotes teamwork 	<ol style="list-style-type: none"> 1. Inspires understanding of purpose and direction <ol style="list-style-type: none"> a. Communicates expected outcomes and reasons for decisions for individuals and the team. b. Develops accountability by assigning responsibility to individuals, setting expectations, reviewing and motivating performance and addressing performance gaps. c. Integrates team member contributions and communicates how team objectives align with Berry Street goals. 2. Builds individual and organisational capability <ol style="list-style-type: none"> a. Delegates responsibilities to improve the skills of others. b. Coaches individuals in identifying development needs and actions to progress their development. c. Motivates others to succeed by providing constructive and timely feedback. 3. Promotes teamwork <ol style="list-style-type: none"> a. Provides a safe environment for people to learn from mistakes. b. Encourages teamwork by setting team goals and measuring progress towards them. c. Stimulates discussion of differing points of view and generates a commitment and sense of purpose from team members. d. Celebrates success with all team members; ensures that the team owns the team results
<p>Capability: Cultivates Productive Working Relationships</p> <p>Elements</p> <ol style="list-style-type: none"> 1. Develops and nurtures connections 2. Communicates with courage and care 	<ol style="list-style-type: none"> 1. Develops and nurtures connections <ol style="list-style-type: none"> a. Builds collaborative working relationships across relevant sectors to support client outcomes. b. Builds networks to increase community awareness and support for a service. c. Develops and maintains constructive working relationships with other team leaders in their service area, exchanges information and facilitates integrations at a service system level. 2. Communicates with courage and care <ol style="list-style-type: none"> a. Models and promotes listening, dialogue and constructive challenge within the team. b. Builds a climate of trust and openness in the team where people are valued for saying

	<p>what they really think and believe.</p> <ul style="list-style-type: none"> c. Consistently communicates progress and organisational information to the team. d. Clearly and succinctly puts forward a point of view backed by convincing argument
<p>Capability: Delivers Quality Outcomes</p> <p>Elements</p> <ul style="list-style-type: none"> 1. Achieves client focused results 2. Adapts to, supports and manages change 	<ul style="list-style-type: none"> 1. Achieves client focused results <ul style="list-style-type: none"> a. Adapts to, supports and manages change b. Is aware of client needs and adapts service to consistently meet the needs of all clients. c. Supports the team in maintaining a client focus. d. Advocates and negotiates around the needs of particular client groups within Berry Street and relevant service and community sectors. 2. Adapts to, supports and manages change <ul style="list-style-type: none"> a. Works with managers to initiate change, build ownership and accept change. b. Identifies impediments to change and assists in the development of strategies to overcome. c. Responds in a positive and flexible manner to uncertainty. d. Leads and supports local change initiatives and provides feedback
<p>Capability: Thinks Clearly</p> <p>Elements</p> <ul style="list-style-type: none"> 1. Harnesses information and exploits opportunities 2. Solves problems 3. Obtains perspective through reflection, theory and experience 	<ul style="list-style-type: none"> 1. Harnesses information and exploits opportunities <ul style="list-style-type: none"> a. Investigates information from diverse sources and exploring new ideas and different viewpoints. b. Identifies opportunities for future development of programs and services within Berry Street. 2. Solves problems <ul style="list-style-type: none"> a. Critically questions information and uses insights gained to fully understand a situation. b. Pulls together interrelationships and trends to resolve problems and deliver solutions for the team. c. Facilitates teams to discuss a diversity of opinions and find creative solutions

	<p>3. Obtains perspective through reflection, theory and experience</p> <ul style="list-style-type: none"> a. Ensures relevant theories and perspectives are reflected in documentation provided to the team b. Maintains and develops opportunities for staff to use reflective practice. c. Creates a safe environment for mistakes to be owned and learned from
<p>Capability: Manages Self</p> <p>Elements</p> <ul style="list-style-type: none"> 1. Controls and manages own emotions and behaviour 2. Develops healthy protective behaviours 	<p>1. Controls and manages own emotions and behaviour</p> <ul style="list-style-type: none"> a. Applies consistency and evenness in action and response across the team. b. Provides supervision using a model of reflective practice so that an individual can understand the impact they have on others. c. Critically analyses own performance and seeks feedback from others. d. Assists others to remain positive and act in a calm manner <p>2. Develops healthy protective behaviours</p> <ul style="list-style-type: none"> a. Allocates tasks in a way that assists to manage workload b. Highlights during supervision any concerns regarding healthy protective behaviors. c. Establishes boundaries not just with clients but with other staff d. Seeks opportunities to allow the team to laugh and enjoy each other in a respectful way.

CERTIFICATION

We have carefully reviewed this Position Description and are satisfied that it fully and accurately describes the requirements of the position

SENIOR MANAGER

Signature: _____

Date: _____

I have read this document and agree to undertake the duties and responsibilities as listed above.

I acknowledge that

- This Position Description is an indication of the duties and responsibilities that I may be required to undertake. Additional or other duties and responsibilities may be allocated to me, after discussion. Where additional training or support is required to fulfil additional or other duties of a similar level of responsibility it will be provided.
- The Position Description will be reviewed regularly in consultation with me.
- The Key Goals, where included in this document, are indicative. Goals will be set by Berry Street after discussion with me, for each year (or other set period) and my performance will be reviewed against those goals.

OCCUPANT

Name: _____

Signature: _____

Date: _____

Note: A copy of the final Position Description must be forwarded to the Human Resources Team for inclusion in the Position Description Master File.

CONDITIONS OF EMPLOYMENT

1. This position is for 76 hours per fortnight. It is strongly preferred that these hours are worked over a 10 day working week. There is no paid overtime, but any extra hours worked will be accrued as Time-in-Lieu according to the Berry Street Victoria Enterprise Agreement.
2. You will initially be employed at Central Office. You may be required to work from other Berry Street sites (on a temporary or permanent basis) as directed from time to time.
3. Terms and conditions of employment are in accordance with the Berry Street Victoria Enterprise Agreement, which includes above Award payments and eligibility for remuneration packaging. **All permanent employees are eligible for salary packaging upon commencement of employment.** Salary packaging is offered at a rate of 35% of gross salary, as long as packaging does not exceed the \$30,000 "grossed up" limit, in line with our Salary Packaging policy.
4. The base salary for this position is \$60,000 to \$67,000 under the Berry Street Victoria Enterprise Agreement. The value of the salary can be increased through salary packaging.
5. Superannuation will be paid according to Superannuation Guarantee into a compliant fund of your choice or into HESTA Superannuation Fund.
6. The successful applicant will be required to undergo satisfactory pre-employment checks, including 3 professional referees, a pre-existing injury/disease declaration, a criminal records check and proof of identify and qualifications.
7. The successful applicant will initially be employed for a probationary period of 3 months. During this period, either party can terminate employment with one week's notice. A probationary review before 3 months will be undertaken.
8. The successful applicant must possess a current Working With Children Check, or must apply for one prior to commencing employment.
9. The successful applicant must possess a current full Victorian Driver's Licence, which must be sighted.
10. Agency vehicles are available for authorised use and these should be used at all times for work-related purposes, in accordance with the Berry Street Motor Vehicle Policy. However, if you are authorised to use your own vehicle for work-related purposes, you will be paid an allowance per kilometre, which includes provision for comprehensive insurance and other running costs. Berry Street is unable to insure private vehicles owned by staff and will not accept any liability for damage to any staff vehicles incurred while being used for work-related purposes.
11. Under Victorian WorkCover legislation, it is the applicant's duty to advise Berry Street of any pre-existing medical condition, which could be aggravated by the type of employment for which they are applying. The existence of a medical condition will not preclude you from employment, unless you are unable to perform the inherent requirements of the position. However failure to disclose any relevant injury or disease will jeopardise any entitlement you may otherwise have for a work-related aggravation of that non-disclosed pre-existing condition.
12. Berry Street has a smoke-free workplace policy.



INHERENT REQUIREMENTS OF WORK ACTIVITIES / ENVIRONMENT

Following is a table that outlines the main physical and psychological requirements of the position, for assessment by you and/or your medical practitioner.

Element	<i>Key Activity</i>	Frequency
Work Environment	Manage demanding and changing workloads and competing priorities	Daily
	Work in a team environment	Daily
	Work in different geographic locations	Regular
	Be exposed to all outdoor weather conditions	Occasional
	Work office hours with the possibility of extended hours.	Regular
	Work in an open plan office	Daily
	Work in buildings which may be two-storey	Daily
	Sit at a computer or in meetings for extended periods	Daily
Manual Handling	Undertake manual handling (eg: lifting, pulling, pushing, moving, transferring, twisting, supporting) of equipment, which would be of varying weight and size	Occasional
People Contact	Liaise with government, non-government and community organisations	Regular
Administrative Tasks	Interact with members of the public who may display the full range of emotional expressions, including parents, partners, significant others, family members, advocates, doctors, police	Occasional
	Undertake administrative tasks which may include the following: computer work, filing, developing project plans, writing reports and submissions, participating in meetings, concentrating for long periods of time, managing resources and budgets, researching and analysing information & data.	Daily
Transport	Use technology including photocopier, telephones including mobiles, fax, overhead projectors, televisions, videos and electronic whiteboards.	Daily
	Drive vehicles possibly over long distances and in all traffic and weather conditions	Occasional

APPLICATION PROCEDURES

For further information regarding the role, please contact **Amanda Jones**, Senior Internal Consultant (Practice and Policy Development) on (03) 9429 9266.

Applicants must include:

1. Covering letter outlining your interest in the position
2. Statement which addresses the essential and desirable selection criteria
3. Resume which details employment history and relevant education and qualifications
4. Professional referees - the names and contact numbers of three professional referees (include current and previous employers) who can provide comment on key selection criteria.

Applications should be emailed, marked CONFIDENTIAL, to **Liz Garland**, HR Administrator, by close of business (5pm) on **Tuesday March 9th** (lgarland@berrystreet.org.au)