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| **Position** | **National Practice & Research Lead** |
| **Reports to** | Director of Operations |
| **Directorate** | National Operations |
| **Location** | Flexible (can be based at a Whitelion location in Carlton, Victoria; western Sydney, NSW; Kilburn SA or northern Perth, WA) |
| **Industrial Award** | SCHADS 5.3 |
| **Employment Type** | 1 FTE or negotiable |
| **Direct reports** | 0 |
| **Date approved by Director** | 14 September 2020 |
| **CEO approved** | 2 October 2020 |

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| **ACKNOWLEDGMENT OF COUNTRY**  Whitelion acknowledges the Traditional Owners and Custodians of the land on which it is situated and we pay respect to their Elders past, present and emerging. We acknowledge and respect the continuation of cultural, spiritual and educational practices of Aboriginal and Torres Strait Islander Peoples across the nation. |
| **STATEMENT OF INCLUSION**  We are passionate about creating a workplace that promotes and values diversity. We are therefore committed to providing a safe environment for all people, regardless of their age, culture, ability, gender, language, racial origin, religious belief and/ or sexual identity. |
| **THE CHANGE WE NEED TO MAKE (Vision)**  A world where no young person is left behind. Where all young people have the right to equitable opportunities to reach their potential. |
| **WHY WE EXIST (Purpose**)  To build positive connections and pathways to work for young people at risk. |
| **WHO WE ARE HERE TO SERVE (Young people at Risk)**   * Highly vulnerable, high risk * Impacted by the justice system, out of home care, homelessness, complex and chronic disadvantage * Marginalised communities including Aboriginal and Torres Strait, LGBTIQ+, asylum seekers and refugees |
| **WHAT MAKES US DIFFERRENT (Service Blueprint)**   * Invites young people, staff, volunteers and supporters to create positive movement forward and impel each individual towards positive connections and pathways to work * Four outcome areas help to achieve this: safe & stable; learning & supportive networks; skills & growth; connection & independence * Success depends on the voice and lived experience of highly vulnerable, high risk young people; systems around them; and the Whitelion community |
| **VALUES AND BEHAVIOURS**   * We work together (Collaborative) * We turn up and do our best (Committed) * We deliver on commitments (Accountable) * We want everyone to belong (Inclusive) |
| **STRATEGIC PRIORITIES**   * **People**   Our staff and volunteers are engaged and enabled to be their best in an inclusive and high performing environment.   * **Programs**   Highly vulnerable young people experience improved connections and pathways to work.   * **Supporters**   Our supporters and partners are integral to solutions for achieving impact and sustainability.   * **Sustainability**   Financial sustainability is based on healthy reserves which can be used to reinvest in workforce capabilities, program innovation and systems improvement. |
| **Whitelion is a child safe organisation for children and young people**  Whitelion is committed to preventing any danger to children and young people who engage with our services. We do this by constantly working on creating a safe, empowering and respectful culture. Click here to read our full **Commitment to Child Safety**: <https://www.whitelion.asn.au/files/Commitment%20to%20Child%20Safety.pdf> |

**Position purpose**

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| The National Practice & Research Lead (NPRL) is responsible for the implementation of Whitelion’s national practice framework, understanding and anticipating sector trends and converting analysis into improvement recommendations to ensure Whitelion practice continues to evolve. Research refers to applied knowledge and learning through secondary research.  The NPRL will apply sector best practices to mentor, coach and train staff to ensure an empowering culture is created, aligned with Whitelion’s practice and strategic direction.  The NPRL is responsible for streamlining consistent practice across the organisation and being a key contributor to maintaining quality across all program areas, including leading child safety at Whitelion.  The role will work closely with operational staff and take a data-led approach to influence Whitelion’s quality and strategic objectives.  The key objectives of the position are:   1. Support leadership to embed practice consistency across regions, and nationally, to contribute to staff and community understanding of Whitelion’s theory of change. 2. Research, understand and anticipate sector trends, converting analysis into improvement recommendations to ensure Whitelion practice continues to evolve. 3. Work closely with the Evaluation & Business Transformation Lead to use external and internal data to contribute to a strong evidence-informed practice culture. 4. Support Whitelion in our approach to research, policy and advocacy by contributing to submissions, assisting with board-level endorsed policy positions and ensuring advocacy campaigns are informed by young people’s voice. |

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| **Key result areas** | **Performance measures** |
| Embed practice consistency. | * Roll out participatory youth practice across Whitelion and work closely with managers and staff to ensure practice is embedded within directorates, regions and programs. * Actively contribute to staff and community understanding of Whitelion’s theory of change by creating shared understanding of how practice links with program objectives and impact. * Assist with the development of tools to help programs achieve national practice consistency, including practice manuals, policies, procedures, forms and processes. * Ensure high quality practice by building staff capabilities through mentoring, coaching and training. * Provide secondary consultations to program staff when required and with support from line managers. |
| Sector trends and innovation inform practice. | * Regularly engage with internal staff, external networks and consider research to ensure Whitelion is aware of sector practice, emerging practice and future trends. * Prepare briefing papers and recommendations to leadership for practice improvement. * Consider how to continuously improve practice at Whitelion and advise and influence to ensure Whitelion remains abreast and up-to-date with practice changes and emerging trends. * Represent Whitelion at external forums and communities of practice to ensure new thinking informs program development and practice. |
| Support the leaders of the national operations directorate to innovate and implement improvements as required. | * Assist the Operations directorate with specific projects that pertain to practice e.g. place-based service delivery, peer worker model, supervision improvement project etc. * Conduct regular briefings and training to improve leadership and frontline staff understanding of program models. * Assist with rollout of national programs to ensure Whitelion understands how local environments will affect program models, and to ensure local frontline staff understand program models. * Influence and provide advice regarding systems and processes to support managers to operationalise practice changes. |
| Use external and internal data to contribute to a strong evidence-informed practice culture. | * Work closely with the Business Transformation & Evaluation Lead to understand sector learnings and trends and convert these into recommendations for practice improvement. * Conduct practice audits and cross-regional reviews and provide improvement recommendations – as well as practical support – to improve quality and consistency of practice. * Support the development of evidence-informed practice by embedding the value of evidence and evaluation into all activities, documents and training. * Consider the needs and feedback from young people to ensure the voice of those with lived experience informs Whitelion practice. * Provide monthly incident analysis reports to the Director of Operations and Director of Strategy, Marketing & Communications. |
| Lead Whitelion’s Child Safe response and relevant initiatives from Whitelion’s Quality Framework. | * Develop child safe policies and processes to ensure Whitelion is always operating in the best interest of the physical and psychological safety of young people. * Ensure Whitelion is compliant nationally with child safe standards and external regulatory systems. * Develop training packages and deliver training annually to ensure the paid and volunteer workforce are child safe at all times. * Undertake planning and implementation projects to activate elements of Whitelion’s Quality Framework that relate to practice. * Work closely with the Director of Strategy, Marketing & Communications and be an active participant and contributor to Whitelion’s Quality Committee. |
| Support Whitelion in our approach to research, policy and advocacy. | * Contribute to advocacy and policy submissions via evidence-based research, and at times, lead these submissions. * Provide assistance with the development of board-level endorsed policy positions. * Ensure advocacy campaigns are informed by young people’s lived experience. * Monitor and analyse relevant legislation and policy development at a national level. |
| Workplace health, safety and wellbeing. | While at work you must:   * Take reasonable care for your own health and safety. * Take reasonable care for the health and safety of others. * Report any matters that may be a risk to the health and safety of yourself or others. * Comply with any reasonable instructions, policies and procedure given to you by Whitelion. |

**Skills and attributes**

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| **Qualifications:**   * Formal qualifications in social/health and human services e.g. youth work, social work, community development etc. * Formal qualification or relevant experience in the area of training and development |
| **Experience:**   * At least five years in frontline service delivery in the youth sector. * Advanced quality and practice experience and implementation. |
| **Skills:**   * Exceptional planning, organisational and operational capabilities. * Ability to influence others with authority. * Intermediate to advanced Microsoft Office skills (Word, Excel, PowerPoint and Outlook). * Excellent verbal and written communication. * Organised and able to meet deadlines. |

**Behavioural capabilities**

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| * Exceptional collaboration to find ways to inspire, support and enable others to succeed. * Exceptional communication skill and to build trust and influence by honouring commitments. * Commitment to social justice and valuing the strengths, resilience and courage of young people at risk. * Commitment to the safety, wellbeing and participation of all children and young people. * Positive mindset and ability to see setbacks as opportunities for growth and development. * Confidence and assertiveness. * Humility, empathy and willingness to continually learn and grow. * High level of professionalism and approachability toward all stakeholders to gain cooperation and assistance. * Self-reliant, results and outcomes oriented. |

**Key contact**

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| Tanya Hendry  Director of Operations  [Tanya.hendry@whitelion.asn.au](mailto:Tanya.hendry@whitelion.asn.au)  0415 704 572 |  |