



WORKFORCE CAPABILITY FRAMEWORK

**Domain 4: Working as part of an
integrated system**



**Domestic, Family and
Sexual Violence and Women's
Health and Wellbeing Sector**



WorkUP
QUEENSLAND



DOMAIN 4

Working as part of an integrated system



People's safety and wellbeing is the collective responsibility of workers, organisations, and agencies. Practitioners and organisations need to work together to share information, advocate, and influence for change and improvement at a local delivery and systems level.

Being informed by evidence and creating an evidence base through practice helps to build an understanding of what works and what doesn't. Advocating and influencing for more of what works and promoting this evidence helps to create widespread and systemic change.



DOMAIN 4

There are three supporting capabilities required within this domain:

4.1 Supports the team and organisation to thrive

Effective relationships with colleagues and all others in the workplace are critical for a team and organisation to thrive and is the responsibility of all.

Being an active contributor and participant, and being able to understand and respect your role and the role of others creates an effective, learning-focused team and organisation.

4.2 Is evidence-informed and outcomes-focused

Adopting an evidence-informed approach helps to meet the needs of people on an individual level within the lens of research and practice rigor, learning, and knowledge.

Contributing to an evidence base drives ongoing improvement and enhancement of program approaches. It helps to tell the story and explain what works at a system and community level.

Having an adaptable approach helps to ensure a readiness to incorporate new learning, evolving evidence and tools and technology platforms into work processes.

4.3 Works collectively to build system capability through advocacy and improvement

To achieve the best outcomes for people, families, and communities, workers at all levels must work collaboratively across the system to identify and address gaps and agitate for change and improvement.

Building the system capability requires advocacy, activism, and challenge alongside a balanced approach to manage any tensions in agency partnerships.

Educating and increasing awareness of non-specialist Domestic, Family and Sexual Violence support providers is needed to enhance the capability of the whole system.





DOMAIN 4

4.1 Supports the team and organisation to thrive

ALLIED SUPPORT

- > Proactive approach to developing trusting and effective relationships with colleagues to enable role and achieve the organisation's goals.
- > Participates in staff and organisational meetings and planning activities.
- > Participates in supervision, training, and learning and development opportunities to advance knowledge.
- > Highly organised and proficient in administration systems and processes, ensuring they are efficient and supportive for the team.
- > Complies with risk and accountability measures to ensure a healthy and safe workplace environment.
- > Able to plan and organise work effectively with minimal supervision and to work as part of a team.

PRACTITIONER

- > Develops effective working relationships with colleagues and teams based on trust, encouragement, and safety.
- > Is an active participant and contributor in team and organisation meetings and relevant policy and planning activities.
- > Displays curiosity, openness, and an appetite to learn and integrate knowledge, giving and receiving feedback and sharing knowledge.
- > Complies and contributes to policies and accountability and management systems, reporting any issues that may impact the health and safety of colleagues and others.
- > Adopts a continuous improvement approach to practice, identifying and feeding issues, challenges, and opportunities to others.
- > Seeks out supervision and guidance to grow and develop.

ADVANCED PRACTITIONER

- > Develops strong working relationships with colleagues, modelling, mentoring, and supporting others formally and informally.
- > Provides opportunities for and promotes connection, learning, and reflection for the team, valuing collaboration and constructive challenges.
- > Guides and supports others balancing accountability, productivity, quality delivery and cultural awareness.
- > Generates ideas and leads systems development and improvement practices to advance the organisation's effectiveness.
- > Takes a proactive approach to risk, compliance, and safety at practice and program levels.
- > Leads and supports workload management and allocation to meet competing demands.

LEADER

- > Cultivates a strong sense of team through feminist and other leadership styles that promote trust, respect, courage, and vulnerability.
- > Leads people and planning processes and creates space for others to engage and contribute.
- > Creates time for team reflection to cultivate a shared learning culture that promotes accountability, reflection, and growth.
- > Fostering in others the organisations values, from attraction to retention.
- > Demonstrates accountability to the Board, driving transformational change and embedding continuous improvement strategies that support the organisation to aspire and achieve.
- > Ensures organisational compliance with contractual, legislative, and other requirements, and applies effective risk-management and legal lens.
- > Is agile and responsive, balancing practice and business imperatives with effective financial and business ability alongside high-level stakeholder management and influence.

“Solidarity is critical to influence and change.”



DOMAIN 4

Creating and building the evidence is critical to telling the stories and sharing the challenges women face.

4.2 Is evidence-informed and outcomes-focused

ALLIED SUPPORT

- > Proficient, accurate, and efficient data entry and record keeping.
- > Early adopter of systems that enable the building of an evidence base.
- > Accesses opportunities to develop knowledge of contemporary approaches, systems, and processes.

PRACTITIONER

- > Knows how to ask the right questions to collect relevant service-related data, participating in reporting processes and practices to create an evidence base.
- > Has a focus on solutions and outcomes and participates in evaluative practices and processes, which help to create an evidence base.
- > Able to adapt to and adopt new research, evidence, frameworks, and tools as they evolve, such as common risk assessments, to drive consistent approaches.
- > Proactively seeks out opportunities to maintain and develop currency of knowledge and skills.
- > Awareness of the importance of meaningful and robust data gathering in everyday practice for service response and practice improvement.

ADVANCED PRACTITIONER

- > Builds an evidence base for the organisation's practice and approach, leading evaluation and measurement processes.
- > Models shared problem solving and a focus on solutions and outcomes.
- > Provides formal supervision, debriefing, and appraisals to others in areas of clinical service delivery to enhance practice.
- > Willing and ready to incorporate new and emerging research, evidence, and frameworks into practice.
- > Proactively seeks out opportunities to maintain current knowledge about emerging evidence and synthesises and translates information for peer learning.
- > Participates in the identification of trends to inform appropriate service development and strive for best practice.
- > Contributes to and supports building a data insights culture and evolving data maturity.

LEADER

- > Drives a focus on outcomes and evidence in organisational performance.
- > Has an analytical lens, able to use evidence to validate approaches and hold the organisation accountable.
- > Able to build a culture of evidence, leading critical thinking and a commitment to evaluation and analysis.
- > Demonstrated ability to refer to emerging evidence to inform decision making, program design, tenders, and submissions.
- > Creates opportunities to share and learn, talk about what is not working well, enable change and adapt based on evidence.
- > Uses data collection and analysis as an evidence base to improve service delivery, client outcomes and systems.





DOMAIN 4



“...influencing outwards is a huge part of the work.”

4.3 Works collectively to build sector and system capability through advocacy and improvement

ALLIED SUPPORT

- > Works with others to contribute to positive change.
- > Flags gaps and issues that impact service effectiveness in sphere of role.
- > Is engaged and proactive working in the best interests of those experiencing violence and trauma.
- > Is open to supporting others to build collective capacity.
- > Is aware of the importance of hearing from service users to support learning and service improvement.

PRACTITIONER

- > Consults and collaborates with a wide range of organisations and stakeholders as part of a shared sense of purpose.
- > Identifies gaps in the service system at the local level and makes recommendations on improvements needed.
- > Participates in and contributes to activities that raise the profile of domestic, family and sexual violence, women’s health and wellbeing, to increase awareness and reduce stigma.
- > Proactively builds relationships and supports others in efforts to build the system capability.
- > Tends to the sector, networking and engaging in a collegial approach, cultivating a sense of solidarity and collectivity.
- > Acts as a mentor, supporter, and guide for non-specialist practitioners and services on domestic, family, sexual violence and women’s health and wellbeing as requested.
- > Listens to service users to inform practice development and contribute to quality assurance and evaluation.

ADVANCED PRACTITIONER

- > Works with others to voice pain points and blockages and achieve change in the best interests of those impacted by violence and trauma.
- > Identifies systemic improvements, creates improvement systems, and challenges others in a way that engenders constant and ongoing gap identification and collective growth.
- > Fosters positive community relationships and demonstrates leadership with public, community, and business groups to advocate and educate.
- > Is generous and open with knowledge, partnering with other practitioners and organisations, particularly small and remote organisations, sharing what’s working well.
- > Respects individuals and organisations’ scope and supports non-specialist organisations to build their knowledge and capability in domestic, family and sexual violence.
- > Contributes to processes and policies that provide meaningful opportunities for service users’ lived experience, to influence service delivery and design improvement.

LEADER

- > Works in coalition with community and business organisations to generate support and profile the importance of collaborating to enable change.
- > Engenders an aspiration for excellence in working with others to create positive change, coordinating to fill gaps and minimise duplication.
- > Advocates for systems-level change in the pursuit of excellence.
- > Sees value in and respects the work and role of all in the system, managing the tension of competition and collaboration for true systems change and increased capability.
- > Proactively facilitates professional exchange and guidance for non-specialist agencies to build knowledge more broadly across the system.
- > Ensures systems advocacy and quality assurance is driven by evidence and informed by the needs and experience of service users.

