

## Senior Manager, Quality & Practice

**Our vision:** *People and communities have strong mental health and wellbeing.*

**Our purpose:** *Partnering with clients and carers to deliver mental health and wellbeing services that enhance quality of life.*

**Our values:** *Hope, Creativity and innovation, Client focus, Making a difference, Integrity.*

## Position Information

<b>Purpose</b>	The Senior Manager, Quality & Practice provides practice leadership and direction for the delivery of high quality mental health services across Mind. This position is responsible for leading practice, working with the operations Executives to develop service improvement and quality governance management across the organisation and the client and carer engagement unit. This position will provide guidance to support the operational leadership teams and divisions in the improvement of practice standards, compliance with policies and procedures, accreditation processes and implementation of Mind's Practice and Clinical Governance framework.
<b>Position reports to</b>	Executive Director Research, Advocacy and Policy Development
<b>Mind classification level</b>	IEC Level 2
<b>Stream</b>	Research, Advocacy & Policy Development
<b>About the service</b>	<p>Mind has a place-based structure across the states 4 states in which it operates (Victoria, Queensland, SA and WA). Services are grouped into four streams:</p> <ul style="list-style-type: none"> <li>• Housing and Support</li> <li>• Specialist Services</li> <li>• Psychosocial Support</li> <li>• Subacute Services</li> <li>• Youth Services</li> </ul> <p>The Research, Advocacy &amp; Policy Development division has a national focus and responsibility for research and evaluation, business development, clinical governance and policy and advocacy.</p>
<b>Position description effective date</b>	April 2025

## Responsibilities

<b>Leadership and management</b>	<ul style="list-style-type: none"> <li>• Lead, support and develop a high standard of service delivery and practice standards across the organisation.</li> </ul>
----------------------------------	---

Mind values the experience and contribution of people from all cultures, genders, sexualities, bodies, abilities, ages, spiritualities and backgrounds. We encourage applications from Aboriginal and Torres Strait Islander peoples, people with a lived experience of mental ill-health and recovery, people living with disability, those who identify as LGBTIQ and applicants from culturally and linguistically diverse backgrounds.



	<ul style="list-style-type: none"> <li>• Lead, support and develop a high standard of service delivery and practice standards across the organisation.</li> <li>• Lead and manage the quality and practice teams.</li> <li>• Lead the implementation of the Practice Quality Framework.</li> <li>• Provide advice guidance and support to managers and employees on a range of practice issues to support recovery oriented, best practice in services.</li> <li>• Provide high level advice to the Executive Director’s Victoria, Queensland, SA and WA and senior managers to enable effective planning, management and review of practice and quality issues.</li> <li>• Anticipate and identify complex practice issues and risks and work towards viable solutions with managers and employees.</li> <li>• Coordinate the analysis and review of incidents and complaints across the organisation and provide quarterly reports to Program Practice &amp; Quality Board Sub Committee and internal Practice and Quality Committee.</li> <li>• Research best practice approaches, keep up to date and ensure that advice and training delivery reflects current best practice.</li> <li>• Participate in operational governance committees and advisory mechanisms as required.</li> </ul>
<p><b>Practice support</b></p>	<ul style="list-style-type: none"> <li>• Lead the ongoing development of standards of practice across the organisation and work collaboratively with State and regional managers and practitioners in Mind in implementing and regularly reviewing standards of practice and client outcomes.</li> <li>• Support integration and the development of a consistent approach to the articulation of service models, operating procedures, practice guidelines and the approach to identifying operational risk.</li> <li>• Lead and monitor practice standards and practice improvements across the organisation.</li> <li>• In conjunction with managers and practitioners, develop, deliver and evaluate a range of practice development projects that utilise risk information, data from audits, complaints and incidents, client and carer feedback and outcomes data to improve practice.</li> <li>• Facilitate consistency of practice, knowledge sharing and benchmarking across the organisation.</li> <li>• Provide leadership of incident and complaint management processes and collaborate across the business on the identification and management of practice risk across the organisation.</li> </ul>
<p><b>People development</b></p>	<ul style="list-style-type: none"> <li>• Together with the operational Executives, support and coordinate the development and active engagement of managers and practitioners in practice development activities and quality</li> </ul>



	<p>improvement initiatives to ensure continual improvement in service practice standards and innovation across the organisation.</p> <ul style="list-style-type: none"> <li>• Consult with and work collaboratively with the client and carer consultants and the client and carer reference groups, to ensure lived experience and client and carer feedback is incorporated into practice development, service design and learning activities.</li> <li>• Build strong robust working relationships with managers and employees to develop, change and improve practice.</li> <li>• Work collaboratively with the learning and development team to support education and training activities reflect authorised Mind's service models, operational and service practice guidelines and build the workforce's skills and knowledge.</li> </ul>
<b>Quality management</b>	<ul style="list-style-type: none"> <li>• Ensure that Mind's services are compliant with relevant government and industry accreditation requirements and coordinate the accreditation processes when required.</li> <li>• Ensure the development and management of Mind's continuous quality improvement strategies and projects are informed by incident, complaint, risk and audit/ assessment data and information sets.</li> <li>• Contribute to the development of quality and risk performance indicators.</li> <li>• Manage and coordinate any defined internal service wide auditing for service divisions.</li> <li>• Coordinate and collaborate on internal policy reviews.</li> <li>• Undertake specific investigations and enquiries and provide advice to the Executive Managers Victoria, Queensland, SA and WA, Regional Managers and Managers on quality improvement and service practice issues.</li> </ul>
<b>Professional development</b>	<ul style="list-style-type: none"> <li>• Undertake relevant training and professional development, including regular supervision, appropriate to the primary work of the service and Mind.</li> <li>• Participate in reflective practice.</li> </ul>
<b>Accountability</b>	<ul style="list-style-type: none"> <li>• Conduct yourself in accordance with the Mind Code of Conduct and Mind policies and procedures which may change from time to time.</li> <li>• Proactively support Mind's vision of supporting people facing mental health challenges to live well and be socially included, in accordance with the Mind values.</li> </ul>
<b>Workplace health, safety and wellbeing</b>	<ul style="list-style-type: none"> <li>• Contribute actively to the maintenance of a safe workplace.</li> <li>• Ensure all safety issues are reported and addressed as they arise.</li> </ul>
<b>Lived experience</b>	<ul style="list-style-type: none"> <li>• Contribute to a workplace that values lived experience and the inclusion of consumers, carers and families in the work we do.</li> </ul>



<b>Cultural safety</b>	<ul style="list-style-type: none"><li>• Contribute to a culturally safe workforce and service environment for staff, consumers, carers and volunteers from all cultures, genders, sexualities, bodies, abilities, spiritualities, ages and backgrounds.</li></ul>
------------------------	---



Position Requirements	
<b>Qualifications required</b>	<ul style="list-style-type: none"> <li>• Tertiary degree qualifications in Mental Health, Psychology, Social Work, Occupational Therapy or other health related field as designated by Mind.</li> <li>• Postgraduate qualifications at Masters level or higher in Health, Social Policy, Human Services Management or other relevant field of study is desirable.</li> </ul>
<b>Knowledge, skills and experience</b>	<ul style="list-style-type: none"> <li>• Proven experience in a leadership and management role at a senior operational level with a demonstrated record of implementation of change practices, processes and procedures.</li> <li>• Demonstrated senior practitioner experience in mental health service provision and a strong understanding of the mental health sector.</li> <li>• Well-developed understanding of the service delivery models and practice frameworks in Australia.</li> <li>• Knowledge and experience in leading quality systems.</li> <li>• Willingness to work within the values and models of the organisation.</li> <li>• Demonstrated experience in service development and people management in a complex environment.</li> <li>• High level relationship management and communications skills both verbally and in writing.</li> <li>• Highly effective negotiation and consultation skills.</li> <li>• A lived experience of mental ill health and recovery or experience caring for a person with mental ill health is desirable.</li> </ul>
<b>Other</b>	<ul style="list-style-type: none"> <li>• Right to work in Australia.</li> <li>• Current NDIS Worker Screening Check Clearance.</li> <li>• Working with Children Check or equivalent (Blue Card - QLD).</li> </ul>

To learn more about Mind visit [mindaustralia.org.au](http://mindaustralia.org.au)



You can also watch our Great Minds series of videos by visiting [www.youtube.com/mindaustralia](http://www.youtube.com/mindaustralia)

Mind Australia Limited ABN 22 005 063 589

