



## Position Description

<b>Position Title</b>	Head of Quality Systems & Improvement
<b>Position Number</b>	TBC
<b>Division</b>	Quality, Safeguarding & Practice
<b>Reports To</b>	Chief Quality, Safeguarding & Practice Officer
<b>Direct Reports</b>	8
<b>Delegation Level</b>	Senior Leadership Team Level
<b>Budget Management</b>	Yes
<b>Employment Type</b>	Full Time Permanent
<b>Award</b>	Non award
<b>Location</b>	This role is based in Hawthorn VIC or Kingsgrove NSW. You will role model our standard flexible working arrangement of a minimum of three days per week in a Scope location. We will also consider alternative flexible arrangements.
<b>Accessibility</b>	This role has been designed to be accessible to candidates with disability. If you identify as a person with disability, we will work with you from the point of your application to make reasonable adjustments.

### About Scope

At Scope, we create meaningful opportunities for people with disability to belong and thrive. Our clients and employees are empowered to live their dreams. We influence and push boundaries; delivering positive change for people with disability.

Scope is a registered provider under the NDIS. We are proud to deliver a range of services including supported independent living, short-term accommodation (respite), employment support, social connections and therapy across Victoria and New South Wales.



At Scope, our values are at the heart of all that we do. We are committed to shaping an environment that celebrates people, where we excel together and where we act bravely.



## Our Promise to You

At Scope, we are committed to shaping an experience for you where you can belong, thrive and be at your best so that our clients get the best. We believe that diversity, inclusion and belonging is core in truly living our purpose, vision and values. We encourage people from all walks of life to contribute at Scope.

As the largest not-for-profit disability service provider in Australia, we are committed to empowering people with disability to contribute at Scope. As such, this role has been designed to be inclusive of people with disability. Further, if you identify as a person with disability, we will work with you from the point of your application to make reasonable adjustments.



In this role, you will:

- Directly contribute to meaningful and lasting positive impact for people with disability.
- Work with a collaborative and forward-thinking Chief of Quality Safeguarding & Practice and Executive Leadership Team, in an organisation with the scale and ambition to advance the client, family and employee experiences across our sector.
- Contribute to transforming how Australia's largest not-for-profit disability service provider delivers its client services.

In addition, we are committed to ensuring that you feel valued for your contribution to Scope, including:

- Sector comparable remuneration.
- Salary packaging where you can elect to receive part of your pay as a reimbursement of personal expenses (e.g. mortgage, rent, credit card, etc.) You can salary package up to \$15,900 per year.
- Free onsite and accessible parking at our offices.

## Purpose of This Role

This role is responsible for developing, implementing and improving the integrated Quality operating systems to ensure excellence in care and service delivery across the organisation. This includes ensuring that Scope has the required capability for excellence in Quality management consistent with industry standards and that these systems are integrated and support achievement of Scope's strategic objectives. The Head of Quality Systems & Improvement is also responsible for driving organisational improvement in line with internal governance frameworks. In particular, the role will include capability building for effective utilisation of the Quality operating systems across all levels of the organisation.

It leads Scope's Quality and Improvement Function to implement the enterprise quality management system and facilitate client quality and safeguarding continuous improvement and innovation.

As an experienced Senior Leader, you will:

- Contribute to bringing Scope's purpose, vision, values and target culture to life; systematically integrating these across Quality, Safeguarding and Practice.
- Bring together diverse stakeholder networks to ensure client quality and practice governance systems, priorities and requirements are understood, agreed and integrated into practice.
- Challenge priorities and ways of working to ensure that Scope is focused on delivering impactful, safe, and sustainable client services that will withstand scrutiny.



Your leadership and ways of working will be key to your success in this role. You will:

- Role model ethical leadership; putting our clients, our people and our sustainability at the centre of all that you do.
- Be courageous in challenging how Scope expands and sustains its market share; underpinned by client-centricity, robust commerciality, fiscal responsibility and governance.
- Role model flexibility, agility and resilience in leading complex service/s and/or programs.
- Contribute to creating clarity in a complex, dynamic and ambiguous environment through your focus, rigour and collaborative approach.
- Collaborate to anticipate, prioritise and prepare for short through to long term risks and opportunities to contribute to Scope achieving and maintaining competitive advantage.
- Be passionate about growing Scope's culture and capabilities; genuinely investing in developing others.

## Duties

### *Key Accountabilities*

- Engage with diverse stakeholder networks to develop, embed and manage Scope's new client quality management system as part of the new practice governance framework implementation; ensuring that it is fit for purpose with changing legislative, regulatory and compliance requirements.
- Take a risk-based approach to managing the identification of priority issues for the organisation and lead improvement initiatives to address high impact and high prevalence risks.
- Work closely with key stakeholders across the organisation to evaluate and continuously improve the Quality and Risk operating systems in accordance with Scope's agreed improvement methodology and frameworks.
- Collaborate to establish and/or source, embed and continue to evolve Scope's document architecture systems to ensure compliant, safe and quality client services.
- Lead the implementation and management of Scope's new Incident Management Framework, including incident management systems, status reporting, thematic analysis and links to continuous improvement activities in partnership with Operations.
- Engage with diverse stakeholder networks to develop and implement continuous improvement and/or innovation initiatives to drive client services excellence, with emphasis on compliance, empowerment, quality and safety.



- Lead, develop and manage others to continue to improve how we deliver empowering, safe, quality and sustainable services to clients.

#### *Key Responsibilities*

- Collaborate to develop enterprise capability in client quality and practice governance across all levels of Scope; ensuring that relevant policies, systems, practices and controls are in place, understood and effective.
- Collaborate to embed a culture of ethical service delivery; underpinned by integrity, accountability, inclusivity and reflective practice.
- Collaborate to share opportunities and implement strategies and initiatives to improve client acquisition and retention and/or growth of Scope's market share.
- Ensure that Quality Management systems are in place and used appropriately in line with the industry and regulatory standards.
- Ensure the risk & incident management framework is fit for purpose and enables Scope to identify, manage and treat risks to secure its reputation and viability, aligned with Scope's Safety Culture.
- Promote and support a culture of quality and safety and continuous improvement across the organisation
- Provide necessary education, training, coaching and support to enable utilisation of clinical governance quality management systems across the organisation.
- Maintain practice governance systems across all areas of the organisation to a high standard and ensure that data analysis and reports where required are completed in a timely manner.

#### *Duties*

- Systematically listen to and appropriately integrate the voice of our clients, their support networks (e.g. families) and our people to continue to improve the quality of client services.
- Develop, sustain and share strategic stakeholder networks that add value to our clients and Scope.
- Represent Scope across relevant strategic networks; appropriately negotiating, sharing expertise and advocating for people with disabilities; underpinned by protecting Scope's brand.
- Embed an evidence-based and rigorous approach to improving and/or innovating the quality of client services; appropriately challenging priorities to maximise return on investment and minimise risks.
- Provide authoritative advice that may have considerable impacts on Scope's services and sustainability.





- Proactively share expertise and evidence to inform the development, implementation and ongoing evolution of Scope's strategic plan and priorities.
- Develop high quality written documents and reports, including internal committee reports, external regulatory reports, responses and submissions
- Scan the operating environment to anticipate and appropriately evaluate, prioritise and address risks and improvement opportunities.
- Channel expertise, judgment and commercial acumen to make decisions in at times ambiguous contexts that may have short through to long term impacts on the nature and sustainability of Scope's client services.
- Embed a culture of critical self-reflection and respectful challenge to drive innovation and continuous improvement.

## Capabilities

- Has expertise in client quality and safeguarding (or similar) policies, systems, frameworks, practices and governance.
- Has expertise in developing and implementing improvement methodologies and frameworks and how to implement these in a client service delivery context.
- Leads complex programs and/or initiatives; with focus on minimising risk, maximising return on investment and delivering impactful client outcomes.
- Navigates the not-for-profit and disability services sectors to deliver outcomes that will withstand scrutiny and deliver results.
- Sets a compelling direction for others and role models resilience, courage and flexibility in seeing complex programs through to completion.
- Motivates others to deliver outcomes; setting them up for success and holding them to account in achieving outcomes.
- Invests in developing the capabilities and confidence of others; role modelling self-reflection and a commitment to learning and growth.
- Embeds a diverse culture and an environment of inclusion and belonging.
- Embeds a culture of genuine care, role modelling management of own health, safety, and wellbeing.



## Our Commitment to Workplace Health and Safety

At Scope, we are committed to the ongoing safety and wellbeing of our employees and clients. There is a focus on providing safe, high-quality services to every person we support which includes the protection and safety of children and young people and we seek to ensure that the human rights of all people with disability who use our services are upheld in accordance with the United Nations Convention on the Rights of Persons with Disabilities.

You will be expected to uphold and comply with Scope Workplace Health and Safety policies and procedures.

## Qualifications, Certifications and Clearances

- A Bachelor (or above) in Health, Disability, Community, Business or a related field is essential.
- Working in a disability service provider organisation, you will also require:
  - Hold a NDIS Worker Screening Clearance.
  - Current Employee Working with Children check.
  - If you have lived or worked for a continuous period of 12 months or more in another country within the last 10 years, a certified International Police Check from that country or countries will also be required.
  - Must satisfy all visa requirements for working in Australia.
  - Driver's license (required for all roles where there is a requirement to travel to deliver services).

## Experience

- Experience leading others within a sector and an organisation that is undergoing significant reform and change.
- Experience in implementing and managing governance and quality operating systems.
- Extensive expertise in document architecture development and management systems.
- Experience in developing and implementing organisational improvement frameworks and methodologies.
- Developing, implementing and/or evolving strategies and initiatives to improve the safety and quality of the client experience.
- Uplifting enterprise capabilities, preferably in a large organisation.



- Embedding continuous improvement and/or innovation, within a clinical, care or related environment.
- Leading or operating in the disability services and/or a related sector.

## Selection Criteria

- Demonstrated ability to lead others in a complex, diverse and/or geographically dispersed organisation; or similar.
- Demonstrated success in embedding quality management (or similar) policies, systems, frameworks, practices and governance (or similar), preferably at scale.
- Experience in the human services/disability services sector or similar; or the ability to rapidly adapt to the sector.
- Demonstrated ability to navigate and drive outcomes in not-for-profit organisation/s; or similar.
- Demonstrated experience engaging and influencing diverse stakeholder networks to achieve outcomes.