

QUALITY MANAGER POSITION DESCRIPTION CHILD AND FAMILY SERVICES SOUTHERN REGION

At Anglicare Victoria our focus is on transforming the futures of children, young people, families and adults. Our work is based on three guiding pillars: Prevent, Protect and Empower.

We strive to create an environment where employees feel valued and rewarded.

By living the Anglicare Victoria values and actively fostering fairness, equality, diversity and inclusion, our people make Anglicare Victoria a truly great place to work.

So come and join us at Anglicare Victoria where there is a rewarding career ready for you in a dedicated, professional team where respecting each other; leading with purpose; working together; and creating a positive difference are valued, and learning and creativity are encouraged.



Position details

Position	Quality Manager
Program	Southern Region
Hours	Full Time
Hours per week	38 Hours per week
Duration	Ongoing
Fixed term end date	Not applicable
Location	Southern Region Required to work from key services sites in the South including Dandenong and Frankston
Reporting Relationship	This position reports to the Regional Director and their day to day work will be overseen by the Regional Development Manager
Effective date	April 2018

Overview of program

This role is pivotal in providing regional leadership and direction in line with Anglicare Victoria's *Quality Work Plan*, as part of an integrated approach across all Out of Home Care, Family & Community Services in the Southern Region. This is a senior role which is required to ensure the delivery of high quality programs and services, support the implementation of new initiatives in a way that meets quality requirements, and monitor the compliance of a service delivery in line with all relevant standards.

This position is a member of the Anglicare Victoria Senior Management Group.

Position Objectives

1.	Ensure compliance with the Anglicare Victoria <i>Quality Plan</i> , identify quality improvement opportunities and processes, ensure performance reporting and compliance with relevant standards are in place across the region's Placement and Support and Family and Community services.
2.	Ensure compliance of all services, with a strong focus on Out of Home Care in line with relevant DHHS and legislative standards.
3.	Play an active role as part of the Regional Management team and participate in leadership and decision making on a 'whole of region' basis across the Out of Home Care, Family and Community Services.
4.	Participate actively in the establishment of new programs to ensure their fidelity and adherence to model requirements and relevant standards.
5.	Actively engage in and promote communication and collaboration between the General Manager Quality – Central Quality Team and the region, to ensure a comprehensive approach to quality across Anglicare Victoria.

Key responsibilities

The key responsibilities are as follows but are not limited to:


1.	Develop, lead, implement and evaluate an annual Regional Quality Work Plan designed to realise and complement the goals of Anglicare Victoria's <i>Quality Work Plan</i> and overarching <i>Strategic Directions</i> .
2.	Lead quality improvement, compliance and assurance processes including self-assessment and audit processes across the Southern region.
3.	Lead, implement and coordinate the Client Incident Management System for the region. Undertake major impact investigations and related quality analysis related to CIMS.
4.	Actively explore and develop opportunities for continual improvement of standards of service, organisational processes and practices within the program.
5.	Coordinate Performance Reporting and relevant data reporting and analysis.
6.	Contribute to research initiatives, particularly those that give emphasis to determining quality, outcomes and evaluation in relation to core and innovative services.
7.	Ensure an up to date knowledge is maintained of DHHS and related operational standards and their operational requirements.
8.	Ensure that the training and development needs and opportunities for staff are recognised and addressed.

Key Selection Criteria

The Key Selection Criteria are based on role specific requirements **and** the Anglicare Victoria Capability Framework. Applicants are required to provide a written response to **both** a) and b).

a) Role specific requirements

Applicants are required to provide a written response to the role specific requirements. Each of the role specific criteria are to be addressed individually (no more than 2 pages in total).

 <p>Role Specific</p>	1. Tertiary Qualifications in social sciences, management or quality systems plus relevant experience in the Community Services sector.
	2. Comprehensive understanding and experience of the human service delivery system, with particular reference to services for Children/Young People in Out of Home Care & Family Services.
	3. Ability to lead, manage and motivate staff and create a workplace culture based on cooperation, team work and common pursuit of organisational objectives.
	4. Managing change in a complex environment effectively and with sensitivity and the ability to mediate and negotiate appropriate outcomes in complex work situations.
	5. A thorough understanding of DHHS standards and their operational requirements.

Key Selection Criteria (continued)

b) Anglicare Victoria Capability Framework

Applicants are required to provide a written response to the Anglicare Victoria Capability Framework. Applicants are to describe how they demonstrate the characteristics in each of the two nominated capability groups; **Personal Qualities** and **Relationship and Outcomes** (no more than 1 page in total).

The Anglicare Victoria Capability Framework describes the capabilities required to meet the expectations of clients, colleagues and communities in today's changing environment.

These capabilities work together to provide an understanding of the knowledge, skills and abilities required of all employees.

Personal Qualities



Displays Resilience

Thrives in a changing environment. Handles ambiguity.

Maintains a positive attitude and continues to deliver exceptional results in the face of challenging situations.

Has a learning mindset

Shows drive and motivation and a commitment to learning. Strives for continual improvement by looking for ways to challenge and develop.

Brings an innovative approach, fresh thinking and curiosity to develop practical solutions.

Shows cultural awareness

Respects difference in all its forms.

Values diversity as a strength and positively utilises diversity.

Relationships and Outcomes



Puts clients first

Acts to make a real difference in their work.

Is passionate about providing exceptional service to clients, customers and end-users.

Works collaboratively

Collaborates with others and values their contribution. Skilled at building strong and authentic relationships.

Demonstrates technical and professional acumen

Creates distinctive value for clients and Anglicare Victoria by applying a range of technical and professional capabilities to deliver quality outcomes.

Leading People



Manages, coaches and develops people

Engages, motivates employees and volunteers to develop their capability and potential.

Inspires direction and purpose

Creates a positive and engaged team environment.

Communicates goals, priorities and vision and recognise achievements.

Leads change

Leads, supports, promotes and champions change, and assist others to engage with change.

Occupational health & safety (OHS)

Anglicare Victoria is committed to ensuring the health and safety of its employees and any other individuals present in our workplaces.

In achieving and maintaining workplace health and safety, Anglicare Victoria will apply best practice in OHS in accordance with statutory obligations at all times.

All Anglicare Victoria employees, contractors and volunteers are required to:

- take reasonable care for their own health and safety and for that of others in the workplace by working in accordance with legislative requirements and the company's OHS policies and procedures
- take reasonable care their actions or omissions do not adversely affect the health and safety of themselves and others
- cooperate with any reasonable directions, policies and procedures relating to health and safety in the workplace
- report all injuries, illness or 'near misses' to their Supervisor or Manager
- participate in relevant health and safety training based on roles and responsibilities
- as required, participate in the development and implementation of specific OHS hazard and risk management strategies.

In addition to the above, positions with supervision or management responsibility are required to ensure a safe and healthy work environment for all employees, clients, contractors and visitors. This can be achieved by ensuring all people are aware of and have access to OHS policies, procedures, training and reporting systems.

Cultural Safety in the Workplace

Anglicare Victoria recognises the important and unique contribution Aboriginal and Torres Strait Islander employees make by bringing their unique skills, knowledge and experience to the workplace. They also contribute important insight into how Anglicare Victoria can provide for and engage with Indigenous clients and communities more effectively.

Our Reconciliation Action Plan (RAP) and Workforce Strategy outlines Anglicare Victoria's commitment to leading and facilitating sustainable employment, training, retention and career development opportunities for Aboriginal and Torres Strait Islanders people.

Conditions of employment

- An attractive remuneration package will be negotiated with the successful applicant. Salary Packaging is offered with this position.
- All offers of employment at Anglicare Victoria are subject to a six month probationary period. The staff member will be asked to participate in an annual performance review linked to objectives set out for the position.
- All offers of employment are subject to a satisfactory Criminal History Check, a current Driver's License and Employment Working with Children Check prior to commencement.

Acceptance of Position Description requirements

To be signed upon appointment

Employee

Name:

Signature:

Date:
