

POSITION DESCRIPTION

Position	Manager Quality	Position Number	P10135
Reports to	Executive Manager, Child Safeguarding and Quality (CSQ)	Direct Reports	4
Status	Ongoing	Time Fraction	Full time (up to 38 hrs pw)
Award	SCHADS 8	Location	Preston & Hybrid

OUR VISION

Aboriginal self-determination - Live, Experience and Be.

OUR PURPOSE

Supporting culturally strong, safe and thriving Aboriginal communities.

POSITION SUMMARY

As the Program Manager, you will lead a team overseeing identified service and organisational improvements, legislative, regulatory, and contractual compliance assessments, and service and quality standards compliance. This work is done by assessing compliance requirements, collating evidence, monitoring, analysing, and reporting findings, themes and recommended actions and their subsequent improvement updates to the Executive Manager CSQ, for reporting progress to the Leadership Group and the Board on VACCA's fulfilment of its obligations.

You will collaborate closely with stakeholders across VACCA including leadership to identify practice themes, emerging risks, good practice, systems, processes and practice improvements to create a learning culture and continuously improve our services to community.

KEY RELATIONSHIPS

Internal: All VACCA employees and programs across all regions.

External: External bodies such as Centre for Excellence in Child and Family Welfare (CFECFW), Department of Families, Fairness and Housing (DFFH), funding bodies, Aboriginal Community-Controlled Organisations (ACCOs) and other Community Service Organisations (CSOs).

KEY SELECTION CRITERIA

ESSENTIAL

The successful candidate must be able to demonstrate a high level of competency in the following areas:

- Commitment to, the values that underpin VACCA's vision and purpose.
- Awareness and appreciation of Aboriginal societies and cultures including high level of awareness of key issues that impact upon Aboriginal communities.
- Knowledge and understanding of DFFH regulatory, practice and policy requirements of and relevant legislative, regulatory, contractual compliance and quality and standards obligations.
- Knowledge and understanding of preparation of accreditation and registration of variety of standards, e.g., Social Service Standards (VIC), Rainbow Tick Standards, Child Safe Standards (VIC) or other Australian Standards (ISO), and participation in quality improvement initiatives and activities.
- Providing leadership in assisting and supporting staff in a culturally appropriate manner.
- Strong analytical, solution focused approach and commitment to high quality customer service with high level organisational abilities, interpersonal and communication skills.
- Proven capacity to work both as a member of a team and independently.
- Excellent report writing, data collection, tracking and analysis, documentation, administrative and organisational skills, and computer literacy.

REQUIREMENTS

- Qualifications and/or experience in Quality Management and/or experience working in a child and family sector.
- Knowledge and understanding of quality management systems.
- You must have and continue to hold a full Victorian Driver's Licence, a current employment Working with Children Check card, National Police Check and Right to Work in Australia (if applicable).
- Current COVID-19 vaccination (minimum two dose and booster shots as applicable).

POSITION ACCOUNTABILITIES

KEY RESPONSIBILITIES

- Ensure all work is carried out in accordance with cultural practice elements to ensure engagement of clients, carers, staff, community, and stakeholders is conducted in a culturally safe way.
- Ensure the teams work schedule covers all activities, is documented, and mapped with clear roles, responsibilities and activities completed in a timely manner and to expected standards consistent with VACCA's Cultural Therapeutic Ways (CTW).
- Ensure that staff are provided with regular care, supervisory oversight, mentoring, and professional development opportunities are discussed.
- Conducting and ensuring staff show a high-level accuracy in auditing and data entry against relevant standards, program requirements and legislation during internal audits.
- Provision of high-level advice to senior staff in relation to development of system and practice improvement strategies.
- Manage the quality workstream workflow by staff and develop processes to ensure the Executive Manager CSQ is regularly informed.

- Identify emerging risks and issues of quality, and escalate to the Executive Manager CSQ in a timely manner, providing the relevant information, and maintaining regular insight and updates until resolution.
- Participate in the development of systems, resources, tools (e.g. registers, data bases, audit tools, etc.) and work plans that will strengthen VACCA's capacity to deliver quality, culturally responsive programs/services to Aboriginal children, young people and their families.
- Undertake the review and/or development of organisational documents as assigned (e.g. policies, procedures, guidelines, forms, etc.).
- Provide guidance to staff to maintain CSQ monitoring processes, systems, and registers, to enable the identification of gaps, analysis, and reporting of data.
- Undertake additional administrative tasks and other duties to support the work of the unit.
- As part of continuous improvement, lead the development and delivery of tailored training to staff to improve their understanding of quality improvement systems and approaches.
- Provide strategic oversight of the inclusivity work plan across VACCA, in alignment with Rainbow Tick requirements.

RELATIONSHIP MANAGEMENT

- Foster collegial relationships and interact proactively with management and staff at all levels of the organisation to support operational programs and to negotiate and influence quality outcomes.
- Participate in team meetings, staff meetings and other relevant forums.

HEALTH, SAFETY & WELLBEING

- Ensure compliance with the OH&S Act and VACCA policies.
- Contribute positively and proactively to team and organisation wide OH&S activities.

QUALITY & CONTINUOUS IMPROVEMENT

- Ensure compliance with legislation, contract, and policy requirements in your day-to-day work in order to meet the organisation's audit, contractual and registration obligations.
- Proactively apply your specialist knowledge in the review and maintenance of policies, systems, and processes.
- Continue the development of a culturally strong and positive working environment using a continuous improvement approach.

OTHER

- Participate proactively in team project initiatives.
- Support other team members in periods of high demand and during periods of absence.
- Participate in project groups and attend events.
- Undertake other duties as directed.

ADDITIONAL INFORMATION

We are committed to Aboriginal self-determination and supporting strong, safe, thriving Aboriginal communities and aim to ensure every individual is treated with dignity, honouring all cultural backgrounds, abilities, ethnicities, sexual orientations, gender identities and spiritual beliefs.

VACCA is a child-safe organisation and is committed to ensuring the safety and wellbeing of children and young people with zero tolerance for child abuse. All successful applicants will be required to undertake a National Police Record Check and Working with Children Check prior to commencement of employment and periodically following commencement.

VACCA is an equal opportunity employer and has a smoke-free workplace policy.

This position is designated under the Multiagency Risk Assessment and Management framework (MARAM) Identification (Tier 3) level which requires mandated MARAM Family Violence Screening & Identification training and VACCA MARAM Identification responsibilities.