

## JOB DESCRIPTION

### Quality and Service Improvement Specialist

#### ABOUT UNITING

**Our purpose:** To inspire people, enliven communities and confront injustice.

**Our values:** As an organisation we are **Imaginative, Respectful, Compassionate and Bold.**

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At Uniting, we believe in taking real steps to make the world a better place. We work to inspire people, enliven communities and confront injustice. Our focus is always on the people we serve, no matter where they are at in their life.

Our services are in the areas of aged care, disability, child and family, community services, and chaplaincy and we get involved in social justice and advocacy issues that impact the people we serve. As an organisation we celebrate diversity and welcome all people regardless of disability, lifestyle choices, ethnicity, faith, sexual orientation or gender identity.

Uniting is the services and advocacy arm of the Uniting Church NSW & ACT and as such Uniting leaders understand, support and can express the mission and purpose of the Uniting Church.

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#### ABOUT THE ROLE

This role is within the Governance, Risk and Quality Directorate reporting to the Head of Quality and Service Improvement. The role is responsible for contributing to the development of Uniting's continuous service improvement and quality management initiatives.

The role also supports the implementation of Uniting's quality management system, providing coaching, advice and support to build capability and capacity within the appointed area/service/sector. This includes auditing, accreditation, and process/practice and procedure evaluation, review, development and implementation in partnership with service stream operations.

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#### ROLE KEY ACCOUNTABILITIES

You'll play a key role as a member of the Quality and Service Improvement team in:

- Developing a stronger and more unified Uniting.
- Defining the priorities and appropriate outcomes for the Quality and Service Improvement team and your specific areas of accountability.
- Working with your colleagues to translate service stream strategies into relevant plans and strategies and support the priorities and focus areas.

- Participate in communicating Uniting strategies in engaging ways, translating these into meaningful work and a genuine understanding of a One Uniting way of operating.
- Working productively and positively as a role model across Uniting Work with other Uniting functions and teams to ensure coordination across the organisation, avoiding duplication, standardising on efficient processes and delivering continuous improvement.
- Maintaining a safe and supportive working environment that is inclusive of all staff through celebrating their nationality, cultural background, LGBTI status, abilities, gender and age.

As Quality and Service Improvement Specialist, your role specifically will:

- Assist and support the service stream leaders to develop and evaluate quality systems and processes in accordance with Uniting's quality management framework.
- Monitor service stream continuous improvement initiatives with specific focus on scope, implementation, reporting and monitoring. This includes recording and tracking recommendations and required improvements arising from a broad range of activities (eg. incident, complaints, feedback, internal audits, external audits and regulator feedback / direction).
- Work closely with service stream operations to ensure that the organisation meets accreditation/licensing/funding and program requirements and is prepared for external accreditation/licensing reviews and audits.
- Develop, implement, monitor and report on auditing and other assurance activities (eg. field observations and case reviews) to drive and support continuous improvement initiatives.
- Undertake regular analysis of results, cause and themes to inform improvement plans including data quality activities.
- Apply SME knowledge to process and procedure review and development in consultation with service/practice operations and in accordance with the Uniting policy framework requirements.
- Support the service delivery priorities of the organisation and service stream providing SME knowledge and insights through capability building and sharing.
- Closely align with practice leads and operational leaders, using practice frameworks for reviewing and supporting the effectiveness and consistency of practice delivery.
- Build relationships of trust and collaboration both inside your SME service / practice / sector area and across Uniting.
- Collaborate with other quality experts / specialist teams to identify points of intersection, seek opportunities for synergy, remove duplication and simplify approaches.
- Understand and remain abreast of regulatory / legislation changes and reforms in your specialisation considering the gaps, consequences and reporting.
- Build relationships and networks, where relevant to your role, with external government and non-government agencies.
- Provide SME support to initiatives and projects arising from sector reforms or critical incidents requiring Directorate review and response. These may include involvement in RCA responses.
- Drive specific projects as required.

## ABOUT YOU IN THE ROLE

As a staff member of Uniting you will celebrate diversity and welcome all people regardless of lifestyle choices, ethnicity, faith, sexual orientation or gender identity.

**Your classification:** Non-Award

**Your directorate:** Governance, Risk and Quality

**You'll report to:** Head of Quality and Service Improvement

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## YOUR KEY CAPABILITIES

### Individual leadership

- **Improving performance** - Works with others and offers suggestions to find ways of doing the job more effectively.
- **Owning the job** - Takes ownership for all responsibilities and honours commitments within their own role and strives to achieve goals with a "can-do" attitude to levels of excellence.
- **Perseverance** - Remains committed to completing the job in the face of obstacles and barriers.
- **Timeliness of work** - Sets achievable timeframes and works to complete projects, tasks and duties on time.

### Business Acumen

- **Organisational Operation** - Displays awareness of Uniting's business objectives and understands how personal objectives relate to those objectives.
  - **Organisational Objectives** - Has broad awareness of Uniting's vision and values and how they apply to issues in the team.
  - **Develops and Grows the Business** - Understands team and organisational goals and works collaboratively with Team Members to achieve organisational goals.
  - **Makes Sound Decisions** - Analyses problems, seeks input from relevant people and then takes appropriate action to implement the most effective solution in a timely manner.
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## QUALIFICATIONS & EXPERIENCE

### Qualifications:

- Post graduate and/or Bachelor qualification in a relevant field with equivalent experience.

### Experience:

- At least 6 years' experience in a service delivery / service performance improvement role in your area(s) of specialisation.
- Sound knowledge of the **NDIS and Children, Youth and Families** sector including applicable Australian laws, regulations and accreditation standards.
- Demonstrated experience in driving quality and service improvement initiatives.
- Sound knowledge of the concepts and principles of quality management and evidence-based practice in a healthcare and/or human services setting.
- Proven analytical and data analysis skills.
- Sound SME knowledge for process and procedure review and development.
- Professional written and verbal communication skills.
- Ability to respond to significant challenges with a high level of resilience and persistence.
- Strong industry networks will be an advantage.
- Passion for social change and creating an organisation of influence for the most disadvantaged.

- Skilled at navigating a complex organisation, forging relationships, and managing through influence rather than direct authority.

**Even better:**

- You have worked in a relevant human services sector.
- You have demonstrated experience in Positive Behaviour Support and Restrictive Practice within the context of the NDIS
- A passion for improving health and quality systems, positive cross team relationships, great project management skills, and the ability to understand how technology contributes to tracking these improvements.

<b>Employee Name:</b>	Click here to enter text.	<b>Manager's Name:</b>	Steve Bouzalakos
		<b>Title</b>	Head of Quality and Service Improvement
<b>Date:</b>	Click here to enter text.	<b>Date:</b>	November 2020
<b>Signature:</b>		<b>Signature:</b>	