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### About Us

Anglicare Victoria works with children, young people, individuals, and families. We prevent harm and empower people to overcome challenges and achieve their full potential.

We believe in families and know that with access to the right support every family can grow and achieve their goals.

We work with families towards positive change. Whether it be a helping hand in a time of crisis or providing longer-term support and care. We partner with local communities, the private and public sectors, and our donors to deliver better results.

Supporting tens of thousands of Victorians every year, our 2000+ staff and volunteers operate from more than 90 sites across the state, as well as delivering assistance online, at home and in the community. We are Victoria's largest provider of Out of Home Care and Family Services, and one of Australia's most innovative agencies in working with vulnerable children youth and families.

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### Quality & Outcomes

Quality and Outcomes (Q&O) leads and champions continuous improvement across Anglicare Victoria (AV) that supports better outcomes for clients, volunteers, and employees. Q&O seeks to embed the principle that quality is part of everyone's role at AV and provides strategic leadership, governance, risk management and mitigation functions. Working across the wider organisation, Q&O supports day to day operations, through accreditation, registration, client and employee investigations, performance reporting and data analytics, research, and business compliance functions, as well as identifying and supporting implementation of operational improvements with the ultimate goal of prevention, protection and empowerment for our clients and working to achieve better outcomes for the future.

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### Position Specifications

The below outlines some specifics about the position:

Service Stream/Function:	Quality & Outcomes
Program:	Client Services
Reports To:	Regional Director or Assistant Director or similar
Direct Reports:	Nil
Internal Stakeholders:	All employees and volunteers
External Stakeholders:	Carers, Clients, Department of Families, Fairness & Housing (DFFH), Commission for Children and Young People (CCYP) Government bodies, Partners, Consultants, Auditors
Classification:	Individual Employment Contract

## About You (Key Selection Criteria)

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### Qualifications

Required:

- A relevant tertiary qualification in social services, business, community development, project management, planning & development, quality systems, human services, human resource management or similar at degree level with significant relevant experience; or associate diploma level with substantial experience in the relevant area, or less formal qualifications with specialised skills sufficient to perform at this level.
- Full Victorian Drivers Licence.

Desirable:

- Investigation accreditation, qualification or similar.

### Knowledge and skills

- Comprehensive understanding of human service delivery system, with reference to services for families, children/young people in Out of Home Care (OOHC).
- Demonstrated skills in relation to program planning, project management, quality, and compliance in service delivery.
- Significant experience and applied knowledge in respect to understanding service delivery and development of social services including Government reforms.
- Sound understanding of the Client Incident Management System (CIMS) and the Department of Families, Fairness and Housing (DFFH) operational requirements.
- Clear understanding of the requirements of the Child Safe Standards and the processes required of a Community Service Organisation (CSO).
- Ability to undertake complex investigations, working with Regional Directors, Human Resources, and other key stakeholders to ensure procedural fairness and natural justice are maintained throughout.
- Expertise in the management of risk, through assessment with focus on the protection of children.
- Ability to lead and motivate employees and create an environment of cooperation and teamwork in common pursuit of organisational objectives.
- Experience in undertaking reviews in practice and/or operations and working to develop and implement identified improvements.
- Excellent written and verbal skills including reports and correspondence, in a manner that is accessible to a broad range of individuals.
- Ability to manage both internal and external stakeholders at all levels.
- Ability to reflect, receive feedback, and use supervision opportunities to improve.

### Personal Qualities

- **Leadership:** the ability to role-model self-development behaviours and foster the development of others; lead through example; promote civic-mindedness; and champion continuous improvement and initiative strategies.
- **Initiative and accountability:** be proactive and self-starting, seize opportunities and act upon them, take responsibility for own actions.
- **Drive and commitment:** ability to lead with best practice and set a high standard; motivated and positive approach to new challenges.

- **Teamwork and collaboration:** ability to support and promote a positive team culture of collaboration and respect.
- **Resilience:** the ability to maintain best practice while working under challenging circumstances such as working with those exposed to significant trauma.

### **Your Contribution (responsibilities)**

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The key contributions in the role are outlined below:

#### **Role specific**

- Lead the identification, development, implementation, and evaluation of regional quality improvement plans to realise and complement AV quality objectives and overarching Strategic Direction.
- Support, shape, and influence how strategic directions are realised in collaboration with key stakeholders.
- Undertake investigations and service reviews in response to incidents, complaints or other identified issues of noncompliance as required, ensuring processes are adhered to and that parties are appropriately managed, informed and supported.
- Support and contribute to accreditation cycles to ensure that AV meet QIC/ QIP accreditation, Child Safe standards, and ongoing Rainbow Tick accreditation etc and supports the development and implements plans to address any corrective actions identified and/or contribute to future improvement planning.
- Provide support and direction to service delivery programs to review and implement adherence to relevant standards that support AV's ongoing registration and accreditation requirements.
- 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 service delivery.
- Actively engage with Senior Managers to lead improvements in standards of service and organisational processes and practice including:
  - accurate interpretation and implementation of organisational policy and procedures,
  - lead quality improvement, compliance, and assurance processes, including self-assessment and accreditation processes across a service area/region.
- In conjunction with Regional Directors, Senior Management and Program Managers, proactively identify and manage risks related to service performance, compliance, outcomes, incident reporting and complaints.
- Provide support to employees around Quality related matters including CIMS reports, Privacy and Information sharing and the Reportable Conduct Scheme. Through building workforce knowledge of Riskman and CIMS reporting framework for new and current employees, complementing organisational wide activities.
- Provide advice on archiving practice for files and support requests for access to copies of closed files.
- Actively promote communication and collaboration between the central Quality Team and the Region, to ensure a comprehensive understanding and approach to quality across Anglicare Victoria, and to share and leverage best practices.
- Participate in and manage feedback and complaints process where required in the region.
- Undertake the role of Child Safety Officer to create and lead a child safe culture by ensuring that all child safety concerns are identified, reported, and investigated.
  - Provide advice, education, and support through the provision of consultation with and training of employees in respect to child safety.
- Undertake AV wide projects as required and participate in key AV meetings that support improvement across the organisation (e.g., Pillars of Practice/Network meetings,)

## General

- Ensure familiarity and compliance with all governance, policies, and procedures.
- Adhere to all legislation, program requirements and relevant procedures relating to service provision.
- Undertake mandatory training within the required timelines. Participate in other training and development opportunities to ensure all necessary qualifications, skills, certificates, and clearances are obtained to meet the position requirements.
- Maintain appropriate and accurate case notes, records, reports and data-input, in line with the service area and function/position requirements.
- Attend client meetings, team meetings, workshops, and conferences, as required.
- Ensure privacy and confidentiality is always upheld.
- Professionally represent AV and our services at forums, meetings, and training with external agencies.
- Contribute to the development of continuous improvement and initiative strategies.
- Embrace and utilise new ways of working to enhance collaboration, effectiveness and outcomes.
- Individuals may be required to undertake reasonable travel, as part of their position or duties.

## Our Commitment to Health, Safety & Wellbeing

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

All AV Managers are required to:

- take reasonable care for themselves and others who may be affected by their acts or omissions.
- contribute to, and be involved in, the organisation's ongoing management of health and safety activities including consultation.
- follow all workplace health and safety policies and procedures ensure they are implemented and followed.
- ensure compliance with all health and safety legislative requirements, compliance codes and relevant Australian Standards.
- provide appropriate and necessary information, training, and supervision for employees to enable them to perform their tasks safely.
- foster employee health, safety, and wellbeing by creating a mentally healthy, inclusive, and safe workplace.

## Our Commitment to Inclusion

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AV strives to be an inclusive, safe and responsive organisation that promotes diversity and actively supports inclusion for people and communities identifying as, but not limited to Aboriginal and Torres Strait Islander, LGBTIQ+, people with disabilities, people from diverse cultural, racial and linguistic backgrounds, people of all ages, people with caring responsibilities, and people with diverse religious beliefs or affiliations and people with lived/living experience of services similar to those delivered by AV.

All AV employees, contractors and volunteers are required to:

- take reasonable care to respect differences, to foster a workplace that is safe, healthy, positive, supportive and free from all forms of harassment, bullying and discrimination,

Position Title: Quality Manager

Position Number/Version: CS SM ICB 122023 V1.0

Approver: Director of People and Culture

Date: December 2023

- undertake all interactions with clients, families and co-workers in a culturally sensitive manner and take appropriate account of cultural, racial and linguistic diversity,
- address any unacceptable behaviour witnessed or experienced within the workplace directly with the individual/s responsible, if safe to do so or report to a relevant Supervisor or Manager,
- participate in and contribute to training, events and learning opportunities to celebrate differences, increase awareness and understanding of diversity, equity and inclusion and
- raise concerns and/or complaints in a constructive manner, including identifying possible solutions.

In addition, the responsibilities of Managers are to:

- develop strategies to mitigate bias through employment life cycles, including ensuring diverse, interview panels. Seek out advice from individuals and clients with lived experience when developing new practices, policies, and procedures,
- identify and appropriately respond to any unacceptable behaviour reported, to ensure the creation of a safe workplace for all,
- seek out support around key issues and evolving practices relating to Diversity & Inclusion, through supervision, resources or consulting with our Cultural Advisors, PRIDE Group, RAP Committee etc.
- participate in the development and implementation of inclusion events and strategies.

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### **Our Commitment to Child Safety**

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AV is committed to protecting children and young people from all forms of harm and abuse.

As a manager you are required to report any concerns raised by, or on behalf of, children and young people in accordance with mandatory reporting, reportable conduct, and incident management procedures. Everyone at AV has a role to play in keeping children and young people safe.

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### **Employment Screening and Required Certificates**

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Anglicare Victoria conducts safety screening practices for all preferred applicants. Safety screening must be satisfied prior to formal offers of employment being made and must be kept current to ensure ongoing employment. These include but are not limited to:

- an Australian Criminal History Check
- an International Criminal History Check for those who have lived outside of Australia for longer than 12 months in the last ten years
- a Current Employee Working with Children Check.

The responsibilities listed within this document have been identified as the primary functions of the position. Additional responsibilities not listed may be required; these may change from time to time to reflect the needs of our clients and the service but will remain at the same level of responsibility aligned to this position.