



POSITION DESCRIPTION

POSITION TITLE	Quality and Business Improvement Lead
DIVISION	Aged Care
DEPARTMENT	Community Care
REPORTS TO	Senior Manager - Community Care

ORGANISATIONAL PURPOSE

Our vision at the Brotherhood of St Laurence is for an Australia free of poverty.

Established during the Great Depression by Anglican activist Father Gerard Tucker, the contemporary Brotherhood of St Laurence pursues systemic change for a fairer and more compassionate Australia where all people have a sense of belonging.

Our organisation employs over 1,400 staff and is supported by 1,200 volunteers. We partner with governments, business and other community organisations to address poverty in communities across the nation. Our staff are committed to providing our clients with a quality experience that is Safe, Effective, Connected and Personal, these are our Quality Goals of service.

Our work in the community is varied: ranging from early learning, employment preparation, social enterprises, aged care, programs for families, older people, refugees and asylum seekers as well as digital literacy programs. We research the causes and effects of poverty and advocate national, state and local policy solutions for people experiencing disadvantage.

We have also established initiatives to tackle the challenge of climate change and environmental sustainability present for disadvantaged people.

The Brotherhood's Strategic Plan for 2019-2023 outlines five strategic outcomes:

These are:

- Economic security for all
- Wellbeing, social inclusion, empowerment and dignity for all
- Inclusive services and communities
- A trusted voice nationally on poverty and disadvantage
- An inclusive, effective, efficient and agile organisation

DEPARTMENT PURPOSE

Aged Care Community Care provide a number of diverse programs and facilities for clients which assist them to engage with their family, peers, and local community. The purpose of Brotherhood Community Care is to support people with complex physical and/or psychological needs via BSL's CDC model to self-direct and co-design services, supports and care that enable people to live and thrive in the community including day and overnight respite facilities.

POSITION PURPOSE

The Quality and Business Improvement Lead will manage special projects, oversee compliance, drive business efficiencies and process improvements across Community Aged Care.

KEY RESPONSIBILITIES

- Manage and lead special projects and initiatives
- Maintain Community Aged Care Quality Management System
- Continually identify efficiency opportunities, whilst maintaining focus on strong reporting and compliance standards
- Undertake the design, development, oversight, implementation and evaluation of development programs and activities
- Ensure completion of staff learning and development activities, in line with the existing BSL L&D framework
- Drive and contribute to the implementation of strategic initiatives and/ or objectives within Community Aged Care
- Ensure Community Aged Care policies and procedures are in place, document controlled, reviewed and updated as required
- Maintain records including Community Aged Care staff induction and orientation, information and reports to meet business and funding requirements
- Oversee internal audit and benchmarking programs
- Other duties as required

TO BE SUCCESSFUL YOU MUST HAVE

Essential

- Relevant tertiary qualification
- Extensive experience in leading and implementing quality, risk and policy frameworks in the community aged care, health or disability sectors.
- Demonstrated ability to provide strategic guidance and advice on matters relating to quality, risk and organisational improvements.
- Extensive understanding of, and experience implementing Aged Care Quality Standards
- Demonstrated experience leading continuous quality improvement, policy and procedure projects.
- Demonstrated effective written and verbal communication and consultation skills

Mandatory Employment Criteria

- Specific work requirements include work-based travel, attendance at a variety of different work locations
- Proof of eligibility to work in Australia
- A Statutory Declaration is required for this position. The Brotherhood will facilitate this process
- A Working with Children Check is required for this position. The Brotherhood will facilitate this process
- An NDIS Worker Screening check is required for this position. The Brotherhood will facilitate this process