



## **POSITION DESCRIPTION**

### **Project Manager Quality and Review**

#### **WHY THE ROLE MATTERS**

The Project Manager Quality and Review plays an integral role in the Quality and Outcomes team by leading a range of projects that focus on continuous improvement, compliance, interpretation and analysis of risk and policy development. The role reports to the General Manager Quality and Review within the Quality and Outcomes team and works closely in collaboration with the regional quality managers and central business functions to ensure key deliverables are met. This role also leads the ongoing accreditation cycles, manages and advises on activities that ensure accreditation against agreed sets of standards are maintained and ensures registration requirements are met.

#### **HOW WE MAKE A DIFFERENCE**

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.

Anglicare Victoria is committed to ensuring diversity and inclusivity are embedded throughout our organization for the benefit of our clients, volunteers and employees. Welcoming, supporting and celebrating diverse talents, knowledge, perspectives and experiences strengthens our workforce and our relationships with the communities we work with.

Our focus is to create a more just society which means eliminating discrimination in the services we deliver and the workplace we provide. We strive to be an inclusive safe and responsive organization which promotes diversity and actively supports inclusion for Aboriginal and Torres Strait Islander peoples, people from LGBTIQ communities, people with disabilities, people from diverse cultural and linguistic backgrounds, people of all ages, people with caring responsibilities and people with diverse religious beliefs or affiliations.

Being a diverse and inclusive organization goes to the very heart of our work and supports our strategic intent to transform the futures of vulnerable children and their families. Anglicare Victoria aims to foster an environment and culture that is safe, inclusive, professional, trustworthy and service-focused.

## THE ROLE

Reports to:	General Manager Quality and Review
Direct reports:	Nil
Internal Stakeholders:	Quality & Outcomes team members, Regional Quality Managers, other AV staff and volunteers
External Stakeholders:	External network participation and engagement

## WHATS EXPECTED

### Key Responsibilities:

- Quality Management System – ensure the framework for AV's Quality Management System is documented, implemented, communicated and reviewed for the whole of organisation.
- Lead and manage continuous quality improvement projects.
- Consult and support all internal stakeholders where identified improvement activities are required.
- Provide management and co-ordination to complete accreditation requirements for identified standards including (but not limited to) the HSS, QIC, Rainbow Tick and Child Safe Standards.
- Manage and co-ordinate the ongoing File Audit Framework and undertake regular reporting of results to relevant stakeholders.
- Review and improve the Feedback and Complaints system, including analysis and interpretation of information and data gathered from these systems
- Participate and lead regular meetings, including the monthly quality managers meeting
- Support, develop and distribute timely and effective communications to senior management levels.
- Undertake gap analyses against standards, legislation and regulatory frameworks that result in the development of action plans to enable mitigation of risk associated with any gaps.
- Lead the review and development of specific AV policies that are assigned to the Quality and Outcomes portfolio.
- Develop and implement new policies as required.

### Other

- Assist and support the continuous improvement of document and knowledge management systems across AV.
- Establish and maintain effective positive relationships within Anglicare Victoria.
- Maintain updated knowledge of and work within Anglicare Victoria policies and procedures.
- Contribute proactively to operational and strategic projects, planning and initiatives.
- Travel may be required between key Anglicare Victoria sites and the primary place of work.

Your role in creating a safe workplace for all	Your role in creating an inclusive workplace for all
<ul style="list-style-type: none"> <li>• Take reasonable care for your 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.</li> <li>• Take reasonable that your actions or omissions do not adversely affect the health and safety of themselves and others</li> <li>• Cooperate with any reasonable directions, policies and procedures relating to health and safety in the workplace</li> <li>• Report all injuries, illness or 'near misses' to your Supervisor or Manager</li> <li>• Participate in relevant health and safety training based on roles and responsibilities</li> </ul>	<ul style="list-style-type: none"> <li>• Build an engaged, positive and professional workplace culture in line with our mission and values</li> <li>• Ensure an inclusive environment for all to support the maturing of our workforce in respect to Diversity &amp; Inclusion across all groups including LGBTIQ and Indigenous and Torres Strait Islanders.</li> <li>• Role model positive behaviours and an open, inclusive and collaborative approach to working always behaving ethically and with integrity.</li> </ul>

## WHAT YOU NEED TO BRING TO THE ROLE

Your training and qualifications	
<ul style="list-style-type: none"> <li>• Tertiary qualification in a relevant field</li> <li>• Qualifications in related areas such as social work, project management, auditing, continuous improvement.</li> </ul>	
Your experience	Your approach
<ul style="list-style-type: none"> <li>• Experience in quality systems – analysis, review and implementation</li> <li>• Previous experience in community services organisations, preferably delivering Human Services programs</li> <li>• Demonstrated Lead in Project management experience</li> <li>• Risk assessment, planning and mitigation strategy development</li> <li>• Lead policy development and implementation</li> <li>• Understanding of standards and compliance for the Victorian community services sector (HSS, QIC, Child Safe Standards, Rainbow Tick)</li> <li>• Sound stakeholders management and the demonstrated ability to build and maintain strong, credible relationships.</li> <li>• Demonstrated ability to be self-directed and work autonomously.</li> </ul>	<ul style="list-style-type: none"> <li>• Ability to engage internally and externally for the right outcomes.</li> <li>• Takes responsibility for personal outcomes.</li> <li>• Creates genuine connections with employees and stakeholders.</li> <li>• Ability to work autonomously.</li> <li>• Adaptability and curiosity at both an individual and organisational level.</li> <li>• Support and lead change management processes with a view to contribute positively to change.</li> <li>• Proactive, responsive and driven.</li> <li>• Be highly self-motivated</li> <li>• </li> </ul>

<ul style="list-style-type: none"> <li>• Strong problem solving skills</li> <li>• Excellent interpersonal and communication skills, in written and verbal English.</li> <li>• Demonstrated ability to meet deadlines with superior attention to detail and accuracy.</li> <li>• Strong computer skills and use of full suite of Microsoft office.</li> <li>• Demonstrated self-awareness and resilience, with the ability to manage multiple demands and prioritise accordingly.</li> </ul>	
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#### **What's non-negotiable for the role**

- All Anglicare Victoria team members must provide evidence of their valid working rights through an Australian/New Zealand birth certificate or passport, Citizenship certificate or Permanent residency certificate or an International passport with evidence of a valid working visa, which is subject to a Visa Entitlement Verification Online (VEVO) check.
- All Anglicare Victoria team members' offers of employment are subject to a satisfactory Criminal History Check (and International Police Check if required) and possession of a current Working with Children Check prior to commencement.
- Positions that involve working from home require team members to have access to a suitable work space/home office and access to a reliable internet connection.

**Updated: March 2021**