

Position Description

Title	Reportable Incident Support Manager
Business Unit	Southern Melbourne
Location	Level 7, 280 Thomas Street, Dandenong
Employment type	Full Time Ongoing
Reports to	Group Manager

About Uniting

Uniting Vic.Tas is the community services organisation of the Uniting Church. We've been supporting people and families for over 100 years. We work alongside people of all ages in local communities in Victoria and Tasmania. Our services reach to Albury-Wodonga in the north, Mallacoota in East Gippsland, the Wimmera region in the west, and across Tasmania.

We empower children, young people and families to learn and thrive. We're there for people experiencing homelessness, drug and alcohol addiction or mental illness. We support people with disability to live the life they choose. We assist older people to maintain their independence and enjoy life. We provide opportunities to access training and meaningful employment. We're proud to welcome and support asylum seekers to our community. We work to empower people with the information, skills and tools they need to live a healthy, happy life.

As an organisation, we work in solidarity with Aboriginal and Torres Strait Islander people as Australia's First Peoples and as the traditional owners and custodians of this land. We celebrate diversity and value the lived experience of people of every ethnicity, faith, age, disability, culture, language, gender identity, sex and sexual orientation. We welcome lesbian, gay, bisexual, transgender, gender diverse and non-binary, intersex, and queer (LGBTIQ+) people at our services. We pledge to provide inclusive and non-discriminatory services.

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

Our values: We are imaginative, respectful, compassionate and bold

1. Position purpose

The Reportable Incident Support Manager develops compliance and risk management strategies across South OoHC. The Reportable Incident Support Manager manages the implementation and monitoring of programs through Riskman and CIMS portal, as delegate to the CEO. The Reportable Incident Support Manager develops continuous quality improvement processes across South OoHC.

2. Scope

Budget: *nil*

People:

- Project Coordinator

Position Description

Reportable Incident Support Manager

3. Relationships

Internal

- CEO, Executive and Senior Management
- Uniting Corporate, Support Services and Mission divisions
- Project Coordinator
- Manager of Youth Residential Services and OoHC programs
- Employees, volunteers and contractors
- Uniting Quality and Investigations Teams
- Other Operational services

External

- Consumers and their families, carers and/or advocates
 - Government departments and other funding bodies
-

4. Key responsibility areas

Service delivery

- Operate under limited direction and exercise managerial responsibility, for the transmission of Reportable Incident strategy, as a delegate of the CEO.
- Develop the South OoHC's Reportable Incident strategy that complements Uniting's Annual Strategy.
- Provide specialist knowledge, including analysis and interpretation of risks and incident reviews.
- Establish and develop Reportable Incident procedures, work practices and policies.
- Lead, Operational Managers to integrate Reportable Incidents and risk management into core business activity.
- Lead, the Quality and Investigation Divisions in the development and implementation of Uniting's Reportable Incident and risk management systems
- Analyse and interpret complex reportable incident and risk data.
- Develop continual improvement in the program's Reportable Incident and risk management processes and practices.
- Identification and development of Reportable Incident and risk management training requirements and development of workshops and training.

People and teams

- Provide Project Coordinator with leadership, coaching and professional development.
- Mediate and negotiate appropriate outcomes in complex work situations.
- Manage change in a complex environment, effectively and with sensitivity.
- Maintain and develop positive and professional working relationships with key stakeholders and partners.

Position Description

Reportable Incident Support Manager

Personal Accountability

- Report areas of serious risk to next level supervisor and work together to mitigate those risks.
- Compliance with Uniting's values, code of conduct, policies and procedures and relevant government legislation and standards where relevant.
- Cooperate with strategies to actively ensure the safety, protection and well-being of children who come into association with us.
- Ensure appropriate use of resources.
- Work collaboratively with Uniting (Victoria Tasmania) employees and external stakeholders in accordance with Uniting's values and professional standards of behaviour.
- Actively participate in initiatives to maintain, build upon and promote a positive and collaborative workplace.
- Identify opportunities to integrate and work collaboratively across teams.
- Take reasonable care for your own health and safety, and health and safety of others (to the extent required).
- Promote a positive safety culture by contributing to health and safety consultation and communication.
- Promptly respond to and report health and safety hazards, incidents and near misses to line management
- Attend mandatory training sessions (i.e. equal employment opportunity, health and safety) and mandatory training specific to position.

5. Performance indicators

- Annual, South OoHC's Reportable Incident strategy endorsed by CEO.
 - Continuous improvement recommendations are regularly communicated to Executive and Senior Managers
 - Regular meetings with key stakeholders with clear links to information used to inform and develop culture of quality and improvement.
 - Develop and maintain accurate Reportable Incident registers and tracking processes
-

6. Person specification

Qualifications

- Preferred: Post graduate qualifications in a recognised human services or health discipline.
- Essential: Tertiary Qualifications in a recognised human services or health discipline.

Experience

- Extensive, demonstrated understanding of quality Management, governance, risk and compliance in the community services sector.
- Practice experience in the Human Services is considered favorable, particularly in the OoHC area.
- The ability to influence and work collaboratively with a range of stakeholders including peers, employees, external organisations, funding bodies and government agencies.
- Strong written skills, experience writing case review reports for internal and external parties.

Core selection criteria

- Values alignment: ability to demonstrate and authentically promote Uniting's values

Position Description

Reportable Incident Support Manager

- Demonstrated ability to provide safe environments for children and young people and protect them from abuse and neglect.
- Project management: proven ability to lead and manage projects.
- Multitasking: An ability to manage a multitude of complex tasks and projects simultaneously.
- Stakeholder management: ability to understand, relate to and manage diverse and difficult stakeholder needs.
- Problem solving: proven high level of analysis and complex problem solving.
- Teamwork: willingness to be proactive and help others, contribution to the continuous improvement of a positive, collaborative and effective work environment.
- Communication: Highly developed communication skills, both written and verbal, including an ability to prepare high level reports to CEO, Executives and external parties.

7. We are a child safe organisation

Uniting is a child safe organisation and is committed in everyday practice to ensure the safety and wellbeing of all children, at all times. As a child safe organisation, employment with Uniting is subject to a satisfactory national (and international where relevant) police check and relevant Working With Children Check to your State prior to commencement of any paid or unpaid work and/or participation in any service or undertaking.

This position description is subject to review and may change in accordance with Uniting's operational, service and consumer requirements.