

Position Description



Title	Manager, Quality Improvement Business Partners
Business Unit	Quality Improvement Quality and Compliance
Location	130 Lonsdale Street, Melbourne
Employment type	Full Time, Ongoing
Reports to	Senior Manager, Quality Improvement

1. 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

2. Position purpose

The Manager Quality Improvement Business Partners works in conjunction with the Senior Manager Quality Improvement to support the implementation and maintenance of the Excellence Framework and Quality Management System. This role leads a team of Business Partners that provide support to the Operational divisions, ensuring that consistent and specialist advice is provided.

The Quality Business Partnership Manager will develop strong relationship with leaders and their teams to ensure that compliance requirements are met, and quality outcomes are accurately reported. Leading a team of Business Partners, the manager will identify issues, share best practices, oversee services provided and develop improvement plans.

This role will require some travel across Victoria and Tasmania.

3. Scope

Budget: Approx. \$400k

People: 5 Direct reports: 4 Quality Improvement Business Partners and 1 Quality Officer

4. Relationships

Internal

- Operational Executive Officers
- Senior Leadership group

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- Peers in Quality and Compliance division
- Operations

External

- Government departments including DHHS, DET, DEET, DSS, DOH
- Aged Care Quality and Safety Commission
- National Disability Insurance Scheme (NDIS) Quality and Safeguards Commission
- Community Grants Hub

5. Key responsibility areas

Strategic Management

- Support the implementation and maintenance of an organisational-wide Quality Governance Framework and Quality Management System
- Lead the analysis of performance data including incidents, complaints, investigation findings and audit results to creating (in partnership with Operations) improvement plans and recommendations to ensure compliance and improvements to consumer safety and experience
- Analyses quality and clinical performance data and provides recommendations to management

Functional

- Maintain and develop positive and professional working relationships with key stakeholders and partners
- Coach and support Quality Improvement Business Partners to ensure high quality service is being provided and stakeholder partnership is developed
- Partner with Operational Divisions to:
 - Deploy the organisational incident and risk management system
 - Support leaders to ensure all accreditation and compliance requirements are met
 - Support delivery of accurate and timely reporting of quality outcomes and improvements for services
- Identify systemic issues, share best practice and implement systems improvement
- Work in partnership with other Business Partner roles in People & Culture, Safety, Corporate services & Finance and Strategy & Engagement to ensure that all functions are working collaboratively to provide the support to Operations
- Ensure the team provides timely and practical advice and support to Operational Executive Officers and teams for the consistent application and implementation of legislation, standards, contracts and policy and procedure requirements
- Ensure the implementation of best practice, consistent and efficient systems, processes and tools to achieve quality, risk and audit outcomes
- Actively identify, analyse, report and mitigate any risks and systemic issues that may impact on the achievement of objectives

People and Teams

- Establish, lead, coach and inspire an engaged and productive team
- Lead the team in leading practices and effective process governance
- Provide support, guidance, coaching, leadership and empowerment to the team including feedback through performance reviews and regular supervision.
- Undertake regular supervision and performance review with line manager, providing feedback to promote collaborative working relationships
- Promote and maintain a positive, respectful and enthusiastic work environment
- Provide authentic team leadership and the highest level of professional conduct in alignment with Uniting's values.

People and teams

- Establish, lead, coach and inspire an engaged and productive team
- Lead the team in leading practices and effective process governance

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- Provide support, guidance, coaching, leadership and empowerment to the team including feedback through performance reviews and regular supervision.
- Undertake regular supervision and performance review with line manager, providing feedback to promote collaborative working relationships
- Promote and maintain a positive, respectful and enthusiastic work environment
- Provide authentic team leadership and the highest level of professional conduct in alignment with Uniting's values.

Legal requirements & risk management

- Ensure all legal, funder and statutory requirements pertaining to the position are met including serious incidents, reportable conduct and mandatory reporting (child safety)
- Foster a culture where risks are identified and appropriately managed
- Report areas of serious risk to next level supervisor and work together to mitigate those risks.

Personal accountability

- 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.

6. Performance indicators

- Registers, trackers and assurance activities are up-to-date and consistently met
- Required quality accreditation and legislative compliance standards are maintained in full
- Regular meetings with key stakeholders with clear links to information used to inform and develop culture of quality and improvement
- Improvement projects effectively implemented
- Referrals made/advice provided to operational management as required, based on results of KPI reporting and auditing
- Operational staff understand their roles around incident reporting and management
- Timely provision of KPI data, analysis and reports to operational leaders to identify and plan for improvement
- External reporting obligations are consistently met

7. Person specification

Qualifications

Tertiary Qualifications within a recognised human services or health discipline

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Experience

- Demonstrated experience in Quality Management, governance, risk and compliance in the community services sector
- Practice experience in the Human Services is considered favourable
- Experience developing and implementing business plans and strategies within a large complex organisation
- The ability to influence and work collaboratively with a range of stakeholders including peers, employees, external organisations, funding bodies and government agencies
- Demonstrated skills in analysing and synthesising information from diverse sources and drawing out implications for practice and improvement

Core selection criteria

- **Values alignment:** ability to demonstrate and authentically promote Uniting’s values
- **Leadership:** highly developed people management skills with proven ability to develop and maintain a productive, collaborative and positive workplace environment
- **Project management:** proven ability to lead and manage projects
- **Multitasking:** 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
- **Influence and negotiation:** ability to give and gain cooperation at all levels
- **Framework development:** ability to identify effective frameworks that match organisational need and context
- **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

8. 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 Working With Children Check (in Victoria) and/or Working With Vulnerable People Check (in Tasmania) 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.

9. Acknowledgement

I have read, understood and accepted the above Position Description

	Employee	Manager
Name:		
Signature:		
Date:		