

# Position Description



<b>Title</b>	Program Lead, Accreditations
<b>Business Unit</b>	Quality and Compliance
<b>Location</b>	130 Lonsdale Street, Melbourne
<b>Employment type</b>	Ongoing, Full Time or Part Time
<b>Reports to</b>	Senior Manager - Clinical Governance, Policy & Risk

## 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 celebrate our diversity and welcome all people regardless of ethnicity, faith, age, disability, culture, language, gender identity or sexual orientation. We acknowledge Aboriginal and Torres Strait Islanders as Australia's First Peoples and as the traditional owners and custodians of the land on which we work. We welcome lesbian, gay, bisexual, trans, gender diverse, 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 Program Lead – Accreditations will work collaboratively with the Senior Manager to design, develop, implement and drive a contemporary approach to streamlined, organisation wide accreditation readiness at Uniting. This includes scheduling and driving the undertaking of all elements of accreditations against the wide variety of Uniting programs, in conjunction with the Uniting Operations and Quality & Compliance teams.

## 3. Scope

**Budget:** Nil

**People:** Nil

## 4. Relationships

### Internal:

- Senior Leadership Group
- Service stream leads

### External:

- Funders such as Department of Health and Human Services and National Disability Insurance Agency

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### Program Lead - Accreditations

- Accrediting and auditing bodies
- Peak bodies

## 5. Key responsibility areas

The Quality and Compliance Division at Uniting value equally the adaptive and technical skills required to provide a contemporary support service to the organisation and therefore the consumers of Uniting. We are a responsive team, adjusting our portfolios and workplans to suit the needs and opportunities that will have deepest impact.

### Functional:

- Drive all elements of registrations and accreditations for Uniting programs, providing sound advice and recommendations in accordance with guidelines
- Influence key stakeholders to bring others along on the accreditation journey
- Support development and implementation of strategies to enable large-scale change through both rapid improvements/innovations and through an iterative process
- Work closely with the Quality Improvement Business Partners to lead an 'accreditation ready' approach to an audit cycle, minimizing the need for disruptive preparation for audits
- Analyse a wide range of standards and align improvement actions to maximise impact and minimize disruption
- Schedule and manage end to end accreditations, including unscheduled-audits with multiple standards across a large, diverse and disperse organisation
- Lead and encourage innovation among colleagues

### 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. Person specification

### Qualifications & Experience

- A bachelor's degree in a relevant area
- Demonstrated experience in the management and development of accreditation management systems, preferably within a multidisciplinary health and human services environment
- Strong project management experience with capacity to develop and implement clear project plans, deliver outcomes that meet quality, cost and time specifications
- Experience in evaluating workplace practices against accreditation standards, quality systems, and organizational policies and procedures.

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## Program Lead - Accreditations



### Knowledge & Skills

- Knowledge of current requirements and accreditation standards in the health/ human services environment
- Skills in the ongoing management of a compliance framework and the development of relevant and effective systems and processes to support the framework
- Skills in the development and management of an internal auditing program
- Excellent communication and interpersonal skills and demonstrated ability to communicate with a range of audiences, including the provision of one to one or group training
- Being proactive, looking for opportunities and investing the necessary effort to achieve
- A willingness to make brave decisions, being confident to risk making mistakes and change non-productive strategies
- Demonstrated ability to link organizational change to the primary values, abilities, and aspirations of the stakeholders involved
- Demonstrated persistence and a willingness to bear the pressure that comes along with leading change
- Contemporary knowledge of ISO9001:2015 Quality Management Standards and/or QIC Health and Community Services Standards and their application

### Core selection criteria

- **Values alignment:** ability to demonstrate and authentically promote Uniting's values
- **Achievement:** proven ability to produce work of a high standard which is successfully embedded into organizational systems
- **Project management:** proven ability to lead and manage projects
- **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** – High level written and oral communication skills, including the ability to conduct presentations, prepare business cases and reporting

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## 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 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.**

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