

# Position Description

<b>Title</b>	Quality Improvement Business Partner
<b>Business Unit</b>	Quality and Compliance
<b>Location</b>	Victorian Based - FLEXible
<b>Employment type</b>	Full Time or Part Time (.9 EFT)
<b>Reports to</b>	Senior Manager Quality Improvement and Performance

## 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 key purpose of this role is to foster and promote an organisational culture which is underpinned by our Excellence Framework and places the consumer at the centre of everything we do. The Quality Improvement Business Partner provides support to the relevant Operational Division to provide consistent and specialist advice. The role provides Operations with support to actively manage risks and quality management objectives and support quality practice.

The role is one of five that partners with Operational management and their teams to develop and implement Uniting's Excellence Framework and quality systems. You will also support a culture of continuous quality improvement that ensures good governance and operating efficiencies and the ongoing maintenance of our organisation wide compliance requirements. This is achieved through positive relationship building, coaching, mentoring and excellent communication with all stakeholders. This role will require travel across Victoria

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## Quality Improvement Business Partner

### 2. Scope

#### Budget:

- Nil

#### People:

- Nil
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### 3. Relationships

#### Internal

- Operational Group Managers/Executive Officers/General Managers
- Senior Leadership groups
- Operational Staff
- Members of the Quality and Compliance Division
- Other members of the Uniting leadership team
- People and Culture, ICT, Marketing and External Relationships and other support services
- Operations

#### External

- Government departments including DFFH
  - Swinburne University
  - CCYP
  - Centre for Excellence
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### 4. Key responsibility areas

#### Strategic Management

- Support the implementation and maintenance of an organisational-wide Excellence Framework and Quality Management Systems.
- Design and implement quality systems to meet the requirements of service models to ensure compliance and improvements to consumer safety and experience.

#### Functional

- Maintain and develop positive and professional working relationships with key stakeholders and partners.
- Co-design with Operational teams program manuals, tools, processes and quality systems to support best practice as well as efficient and consistent practice
- Coach and support Operational Managers to integrate Continuous Improvement and Risk Management into core business activity.
- 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.
- Provide timely and practical advice and support to Operational Group Manager/Executive Officers and teams to ensure the consistent application and implementation of legislation, standards, contracts and policy and procedure requirements..
- Actively identify, analyse, report and mitigate any risks and systemic issues that may impact on the achievement of objectives.

#### Quality and risk

- Ensure all legal, funder and statutory requirements pertaining to the position are met including serious incidents, reportable conduct and mandatory reporting (child safety).

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- Report areas of serious risk to next level supervisor and work together to mitigate those risks.
- Support Teams to engage with and use all Uniting Quality and Compliance systems

#### Personal accountability

(Mandatory for all positions)

- 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.
- Declare anything that you become aware of through the course of your engagement which may impede your suitability to work with children and/or young people.
- Declare any potential or actual conflict of interest that you become aware of through the course of your engagement:  
Based on a relationship with a current member of Uniting's workforce  
Based on my ongoing work with another organisation

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## 5. Performance indicators

- Co-design and collaboration with Operational teams to develop program manuals, tools and processes to support best practice–
- Participation in stream governance meetings, team meetings and sector meetings as required
- 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
- Timely provision of KPI data, analysis and reports to operational leaders to identify and plan for improvement.
- External reporting obligations are consistently met.

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## 6. Person specification

### Qualifications

- Tertiary Qualifications within a recognised human services or health discipline.

### Experience

- Demonstrated experience in Quality Management, governance, service development and compliance in the community services sector.
- Practice experience in Child Youth and Families, Housing and Homelessness, family violence or another community service is considered favourable.

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- Experience developing and implementing quality improvement 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.
- At least 5 years' experience in health or community services.
- Minimum of 3 years' experience in quality management or service development across a broad range of health or community services.
- 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.
- 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.
- **Influence and negotiation:** Ability to give and gain cooperation at all levels.
- **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 Executives and external parties.

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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 relevant Working With Children Check (and NDIS Worker Screening Check where relevant) 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.**

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## 8. Acknowledgement

**I have read, understood, and accepted the above Position Description**

### Employee

Name:

Signature:

Date: