

# Position Description

<b>Title</b>	Team Leader - Performance & Quality Systems
<b>Business Unit</b>	Quality Improvement & Performance   Quality & Compliance Division
<b>Location</b>	130 Lonsdale street, Melbourne Victoria 3000
<b>Employment type</b>	Ongoing   Full Time
<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 Team Leader, Performance and Quality Systems is responsible for the development, enhancement and administration of Uniting's quality performance data and quality management systems. The position has both a strategic and operational focus and actively contributes to the achievement of Uniting's strategic objectives through the provision of advice and support pertaining to performance analytics and data across relevant key stakeholders of the organisation.

Leading a small team, the position will:

- provide system administration and management of RiskMan and other quality management systems
- enable reporting of performance data against any relevant funding agreements or contracts
- support complex information analysis in response to enquiries, providing assistance and advice to colleagues and managers, and
- contribute to the accurate and timely completion of performance reporting for both operational/contract and governance requirements.

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### Team Leader – Performance & Quality Systems

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#### 2. Scope

**Budget:** Nil

**People:** 2

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#### 3. Relationships

##### Internal

- Senior Leadership Group
- Executive Leadership Team
- Quality and Compliance Division
- Performance & Integration Division

##### External

- Key funder contacts (where required)
  - Quality Management System vendor(s)
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#### 4. Key responsibility areas

##### Functional Accountabilities

- Lead the development and delivery of high quality and timely performance reporting to support decision making. These reports will require the identification of a range of data sets required to analyse and interpret performance of services – both qualitative and quantitative
- Design and deliver organisational performance reports for Program Management, Executive, and Board
- Ensure performance reports are produced for ELT, Board and program areas ensuring all deadlines are met
- Design, establish, monitor and facilitate systems, data storage and analysis mechanisms for routine monitoring (including dashboarding) of performance across Uniting
- In collaboration with other support services, lead the development of systems to enable ongoing review and monitoring of service delivery contracts, grant agreements, and service agreements to assist Uniting to comply with regulatory obligations
- Support operational leaders with the use of information to support performance management and improvement
- Analyse key performance indicators in relation to performance frameworks
- Collate, interpret and submit performance data to the Funded Agency Channel on behalf of Operations as required (Service Delivery Tracking reporting)
- Lead the identification and analysis of operational performance shortfalls and assist in the formulation of strategies for corrective action
- Ensure the ongoing functionality of RiskMan, including leading any system updates or modifications
- Being pro-active in identifying and implementing added value opportunities
- Develop information to support business cases to propose solutions to address and/or improve performance reporting
- Ad hoc analysis and presentation of complex information in response to senior management requests
- Work closely with the Divisional senior management to help drive business performance and provide high quality reporting information
- Own and drive performance reporting, ensuring that your line manager is made aware at the earliest possible opportunity in the process of any material issues
- Provide forward looking insight utilising experience of the past and utilising key business analysis skills

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### Team Leader – Performance & Quality Systems

#### 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.

#### 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.

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## 5. Person specification

### Qualifications

- Tertiary qualifications in business analytics and or administration (desirable) and/or demonstrated experience

### Experience and knowledge

- Experience in a similar role, with team leadership/management experience
- Demonstrated experience in supporting a large complex organisation manage their performance and reporting obligations
- Strong demonstrated knowledge, understanding and experience in analysing and interpreting large volumes of data
- Demonstrated understanding of reporting against funding contracts
- Understanding of the Community Services sector

### Core selection criteria

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

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- High-level data analysis skills, with the ability to build reports, interpret data, and support the formulation of key performance management strategies that are based on statistical evidence and fact.
- Ability to understand, relate to and manage diverse and difficult stakeholder needs.
- Highly developed interpersonal skills and communication skills, both written and verbal.
- Commitment to continuous improvement
- Strong knowledge of and skills in the use of Microsoft office suite in particular Excel (required) and Power BI (desirable)
- Demonstrable effective time management skills
- Willingness to be proactive and help others, contribution to the continuous improvement of a positive, collaborative and effective work environment.

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### 6. 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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### 7. Acknowledgement

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

#### Employee

Name:

Signature:

Date: