

POSITION TITLE:	Quality and Strategic Projects Manager
POSITION NUMBER:	CEO009
POSITION LOCATION:	Warrnambool
CLASSIFICATION:	SCHADS Level 7 (PayPoint will be dependent on qualification and years of experience within the relevant field consistent with the SCHADS Award)
TEAM /DIVISION:	Quality and Compliance – CEO Office
EMPLOYMENT CHECKS:	Current National Police Check, Working with Children Check and NDIS Worker Screening Check

OUR ORGANISATION

Brophy Family and Youth Services (Brophy) is a not for profit organisation, with a community based Board of Directors. Our service provides a wide range of family, youth and children services across South West Victoria. We are a multi – site organisation, and employees may be required to work at any of our sites. These sites are based in Warrnambool, Portland and Hamilton.

Brophy values the safety of all children and young people and has zero tolerance for any form of child abuse or harm. We listen to and ensure the participation and empowerment of all children and young people.

The cultural safety of First Nations people is important to us. We seek to maintain a safe environment so the diverse and unique identities of First Nations people are respected and valued.

Brophy actively values and promotes diversity in our community and affirms our commitment to be inclusive and respectful to all, regardless of gender, age, race, sex, sexual orientation, religion, level of ability, cultural or language background.

We welcome people who are LGBTIQ^A (lesbian, gay, bisexual, transgender, gender diverse, intersex, queer, plus other sexual minority identities), and are accredited under the Rainbow Tick Standards for LGBTIQ^A inclusive practice.

Our values are: Social justice, Professionalism, Empowerment, Responsiveness and Partnership.

DIVISION AND PROGRAM OVERVIEW

The CEO Office Division is represented by the members of the Executive Leadership Team who lead the Agency in promoting integration and seamless service delivery. Members include the CEO, the Executive Managers of all Divisions, Quality & Compliance, Marketing and Communication and executive support as required.

The Quality Team is responsible for the Agency's Quality and Compliance Management systems to ensure Brophy meets accreditation standards for service delivery, aligns with our strategic plan, and supports our culture of continuous improvement across our organisation.

PRIMARY PURPOSE OF ROLE

The Quality and Strategic Projects Manager is responsible for developing and maintaining systems that improve all facets of Agency service delivery models, as well as addressing changes in legislation and reporting requirements in a timely fashion.

This position will be required to take a lead in developing a culture of continuous improvement, and through an integrated approach, engage with staff to implement quality processes, policies and procedures throughout our organisation. As a result, the Quality and Compliance Manager will conduct regular audits and quality checks to ensure standards and processes are being followed, along with being the key contact person representing the organisation during audits by external agencies as part of accreditation and reporting requirements.

The Quality and Strategic Projects Manager works collaboratively with the Executive Leadership Team to identify and implement actions, and enhance organisational quality. The Manager also supports the Executive Leadership Team to develop and monitor strategic projects within the context of quality improvement across the organisation. This includes development and implementation of cyclic quality improvement plans.

In this role, the incumbent is expected to have a sound knowledge of the principles and processes of relevant legalisation pertaining to the role, along with excellent communication skills both written and verbal, and the ability to engage people and manage change across an organisation. The ability to conduct in-depth research and reporting, along with analysis of data and benchmarking are also key aspects to this role.

This position is required to establish appropriate community contacts, develop and maintain professional working relationships with a broad range of stakeholders and funding partners in the provision of the program's services to achieve improved outcomes for clients.

ORGANISATIONAL RESPONSIBILITIES AND ACCOUNTABILITIES

The Quality and Strategic Projects Manager is key to Brophy's ability to meet and maintain necessary compliance and ensure best practice case management processes are implemented which meet rigorous audit requirements. This role is responsible for a broad range of planning, quality assurance and improvement projects and activities associated with meeting accreditation standards. The Quality and Compliance Manager is expected to display initiative and high levels of judgement to ensure these are compliant and are of high quality.

This position liaises with all levels of staff across the organisation, offering advice and guidance to the Executive Management team on strategies for quality improvement. The role is requirement to be self-initiating and autonomous in day to day work, however is required to actively engage and lead continuous quality improvements to all staff.

REPORTS TO

The position reports to and is supervised by the Chief Executive Officer.

The position has one direct report, the Quality Coordinator.

KEY RESPONSIBILITIES

Personal and Professional

- Embrace Brophy's commitment to child safety and wellbeing and demonstrate this through practice that reflects equity and inclusion, cultural safety and ensuring the safety and wellbeing of all children and young people.
- Work collaboratively with the Executive Leadership Team and other organisational teams and working groups to identify and implement actions required to enhance organisational quality, including systems and service review, problem analysis and evaluation.
- Provide regular supervision and support to program staff as per the Agency expectations.
- Undertake team member's annual performance management process.
- Develop and oversee the team's professional development plan and budget.
- Provide support and consultation to all Brophy workers to promote advantaged thinking practices.
- Demonstrate a commitment to ongoing skill development and training relevant to a senior role both personally and professionally.
- Ensure compliance with the relevant program Service Standards and Brophy's clinical governance and quality frameworks.
- Participate in supervision, support and reflective practice, as negotiated with Line Manager.
- Provide leadership during crisis and stressful incidents and monitor staff wellbeing.
- Participate actively in team meetings, team planning days and Agency activities to ensure an integrated approach to service delivery.
- Participate in all core training to ensure integrity of the agreed model of service delivery.

Technical Skills

- Lead and coordinate Brophy's Quality Management System so it aligns with the Agency's strategic direction through:
 - Establishing and maintaining policies and procedures in compliance with appropriate standards, and in line with review timelines;
 - Implementing and evaluating workplace processes;
 - Planning and conducting regular internal audits on all quality processes; and
 - Managing and ensuring that Brophy is well prepared to undertake all external accreditation reviews and audits.
- Provide advice to and monitor the performance of all teams in regard to conformance with the Quality Management system. Offer support to teams to sustain continuous quality improvement within their performance frameworks. Quality Management system. Offer support to teams to sustain continuous quality improvement within their performance frameworks.
- Develop, implement and monitor the Agency's Quality Improvement Plan.
- Develop and deliver reports to the Executive Leadership Team and the Quality and Safety Sub Committee of the Brophy board based on Agency quality management systems including data obtained from clinical incident reporting and feedback.
- Prepare external reporting in accordance with Agency service agreements.
- Provide Complaints Manager functionality for the Agency including liaising with clients and managers to resolve complaints in line with Agency policy.
- Actively lead and encourage a culture of continuous quality improvement with Brophy.
- Ensure staff have a thorough understanding of internal systems including the quality assurance framework through integration of continuous quality improvement practices and principles.
- Develop and implement methods and systems to monitor, evaluate and report on outcomes of internal quality audits.

- Resource Brophy's working groups in their implementation of continuous improvement action plans.
- Provide regular reports to the management team on the quality management system.
- Ensure access to and compliance with legislation, standards, policies, practices and procedures relevant to the programs.
- Ensure a professional and ethical standard of care and service provision according to the philosophy of Brophy Family and Youth Services.

Customer Service

- Provide training (as required) to staff on all aspects of Brophy's Quality Management System.
- Provide a prompt and courteous response to all requests for support and advice to Brophy workers.
- Develop and maintain effective working relationships with a broad range of stakeholders and services, across a variety of sectors to ensure an integrated approach that support Brophy staff to achieve positive client outcomes.
- Demonstrate an awareness and practice in response to the diverse needs of clients.
- Demonstrate an understanding of rural communities and the issues they face.

Continuous Quality Improvement

- Engage with external stakeholders, partners and other relevant agencies to maintain best practice awareness in program services and delivery of these.
- Seek regular consumer feedback regarding the effectiveness of the programs services as part of Brophy Clinical Governance Framework.
- Participate in program evaluation activities that promote advantaged thinking and contribute to improved outcomes for clients.
- Participate in and contribute to Brophy quality improvement processes and other activities to meet service and accreditation standards.

Team Work and Communication

- Communicate relevant information regarding Brophy's quality Management system to all staff.
- Assist in developing and maintaining systems to facilitate effective monitoring and decision-making.
- Support and promote the development of a learning culture within the Agency that fosters and drives improved client outcomes.
- Contribute where required to other program and Agency meetings and planning days.
- Lead in ways which capture, communicate and share innovative ideas and practices.
- Model appropriate leadership behaviours to all workers across the Agency
- Develop, support and maintain a positive team approach across the program area, Agency and with other service providers and partners.
- Manage conflict and disputes in a professional manner and in accordance with Brophy policy and procedures.
- Promote effective team communication and development by working professionally and co-operatively with all stakeholders to achieve the Agency's objectives.
- Participate in the development of consumer participation activities within your team and Agency.
- Undertake other appropriate duties as directed by the Line Manager.

Administration and Documentation

- Review, update and maintain Brophy's Quality Management System (including all policies, procedures and work instructions).
- Review and refine document control systems.
- Review and refine records management systems.
- Take responsibility for accurate, confidential and timely, record keeping, filing and general maintenance of information, in accordance with relevant program, Agency requirements and standards.

- Ensure all relevant program planning, documentation; evaluation and reporting are completed in a timely and accurate manner.
- Ensure all relevant policies and procedures are implemented and adhered to, including the complaints handling procedures and methods for responding to critical incidents.

- Adhere to Brophy's Employee Code of Conduct, and internal policies and procedures.
- Embrace and abide by Brophy's Child Safety and Wellbeing Policy.
- Actively participate in all required supervision, annual performance management process, professional development, and training activities.
- Participate in and contribute to Brophy Family and Youth Services quality improvement process and other activities to meet service and accreditation standards.
- Participate and contribute to the culture of a Learning Organisation environment.
- Maintain a healthy and safe work environment including supporting the monitoring and management of risk and WHS systems.
- Participate in the development of consumer's participation activities within your program and Brophy.
- Act on any incidents of racism or discrimination.
- Demonstrate and commit to Brophy's organisational values and model these daily.

This position description describes in general terms the requirements for this position to operate on a normal day to day basis. However, these duties maybe amended or varied from time to time, within the normal capacity of the role without changing the level of responsibility.

KEY SELECTION CRITERIA

Qualifications:

- Tertiary qualification in a related discipline or an equivalent combination of learning, experience and expertise to perform the duties in this role.
- A current Drivers Licence.

Experience, Skills and Abilities

The successful candidate will have the best combination of the following characteristics:

- Experience and understanding of all aspects of quality accreditation documentation including effectively identifying problems and putting into place processes to reach positive outcomes.
- Demonstrated understanding of risk management practices, along with accreditation frameworks, guidelines and concepts.
- Demonstrated experience in organisational strategy and/or delivery of strategic projects.
- Demonstrated a commitment to and an understanding for continual professional and personal development.
- Demonstrated leadership skills and ability to facilitate a team approach to achieve service objectives.
- Demonstrated knowledge and understanding of the appropriate legislation, case management practice, and the ability to adhere to policy and procedures.
- Excellent communication and interpersonal skills including the ability to demonstrate experience in liaising with a diverse range of clients.
- Ability to maintain positive, effective working relationships with colleagues, peers, and relevant stakeholders in a wide range of government, business and community organisations.
- Ability to use Microsoft office suite of products, along with experience in electronic databases and case file noting.

AUTHORISED BY

NAME: Francis Broekman
POSITION: Chief Executive Officer
DATE: January 2023

ACCEPTED BY INCUMBENT

NAME: _____
SIGNED: _____
DATE: ____/____/____