

Position Title:	Quality Manager
Team / Section:	Management
Industrial Award:	Social, Community, Home Care and Disability Services Industry Award 2010
Reports to:	Chief Executive Officer
Supervises:	Quality and Compliance Officer and Volunteer Program Coordinator
Date Approved:	3 September 2021

Organisation Background:

Carers and Disability Link (CADL) is a Community Support Organisation established in 1995 to support informal Carers; those caring for a family member or friend who has a disability, illness or is frail aged, people with disability, and older community members.

- As a registered NDIS provider, Carers and Disability Link provides a range of services to participants of the NDIS including assistance with daily activities, group and therapy supports, support coordination and plan management.
- Social Support and Respite services are available for people over 65 years of age under the Commonwealth Home Support Program.
- Support for Carers is offered through a range of activities, assisting Carers to maintain their caring roles as well as good health and well-being.

Together, we link people with disabilities, carers and the aged, with care and support services through flexible and inclusive choices within our local community.

Primary Purpose of Role:

The Quality Manager is responsible for supporting Quality, Risk Management and Compliance. The Manager will provide expertise and have active involvement in design, delivery and evaluation of the quality, risk and compliance systems, as well as providing related HR and Work Health and Safety (WHS) advice and support, with support of a HR Partner and Executive Management.

Key Relationships:

Internal

Executive Management	<ul style="list-style-type: none"> Liaise with and make recommendations on QRC and HR matters. Report key information and/or risks in relation to QRC and HR function that may impact upon the effectiveness, sustainability and/or growth of the organisation.
Leadership Team	<ul style="list-style-type: none"> Build rapport and maintain a collaborative working relationships to provide QRC and HR support.
Quality and Human Resource Team	<ul style="list-style-type: none"> As Manager, support and supervise the Quality and Compliance Officer and Volunteer Program Coordinator

External

Stakeholders	<ul style="list-style-type: none"> Develop effective partnerships to deliver positive outcomes for clients and workers.
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Requirements and Capabilities:

Essential

Skills and abilities

- Demonstrated effective interpersonal and communication skills which foster the trust, cooperation, and support of staff and volunteers.
- Demonstrated high level written and verbal communication skills and report writing skills.
- Demonstrated high level application of analytical skills in meeting organisational objectives.
- Demonstrated initiative and innovation in system development, and computer literacy in a Windows and Cloud environment.
- Demonstrated ability to understand, interpret and apply State and Federal legislation and also educate others in their application.
- Demonstrated professional integrity and personal fit with organisational values.
- Demonstrated ability to show leadership and thrive in a change environment.

Knowledge

- Sound knowledge of relevant legislation and quality standards affecting the provision of services across Community Care Programs; including Carer Support, Respite, Aged Care, Disability, Mental Health Services.
- Sound knowledge of quality improvement frameworks and internal auditing practices.
- Understanding of Industrial Relations (IR), WHS and Return to Work (RTW) regulations/ legislation, National Employment Standards and relevant Awards.

Experience

- Initiating and implementing continuous quality improvement programs and activities.
- Initiating and implementing risk management, compliance and audit programs.
- Demonstrated experience in general HR functions including coordinating and participating in end-to-end recruitment, induction and training.
- Initiating and implementing performance management, culture, wellbeing, and WHS programs.
- Leading and developing staff and volunteers whilst maintaining a high functioning and responsive team.
- Ability to work professionally and maintain strict confidentiality.

Desirable

- Experience in designing non-accredited training from concept to delivery.
- Understanding of volunteer management and relevant standards.
- Experience in RTW and WHS coordination.

Qualifications

Essential

- Relevant tertiary qualification in Quality & Compliance Management, Human Resource Management, Business Development or other relevant disciplines.

Desirable

- Qualifications in a related discipline.
- Certificate IV in Training and Assessment.

Values and Behaviours

All staff and volunteers are expected to behave in a manner aligned to the values of the organisation as written in the **Code of Conduct**. These are:

<p>Respect for individuals</p>	<p>Demonstrate respect for the inherent dignity and rights of each individual, in particular their right to be accepted as they are, to participate fully in decision making in their own lives, and their right to privacy and confidentiality. Acknowledge, value, and appreciate individuals for who they are.</p>
<p>Honesty and Integrity</p>	<p>Do your job to the best of your ability, undertaking duties and responsibilities with honesty and integrity. Be true to your word, open and trustworthy.</p>
<p>Empowerment</p>	<p>Promote independence of individuals and assist them to understand and exercise their rights and responsibilities. Not directing, but always walking alongside, allowing individuals to be themselves and build on their own knowledge, skills and relationships.</p>
<p>Justice and Equity</p>	<p>Recognise that each person is an individual and act with fairness and equality, and without discrimination.</p>
<p>Protection of Individuals</p>	<p>Create a safe environment for all carers, clients, staff, volunteers and independent contractors and report any breaches of policy or code of conduct.</p>
<p>Recognition</p>	<p>Value the role of Carers in our community, and recognise their rights to mutual support, understanding and respect. Value staff and volunteers, acknowledging their contributions to the organisation, recognising their strengths, weaknesses and their right to express their opinion, and rejoicing in their achievements.</p>
<p>Kindness</p>	<p>Practice kindness and work cooperatively toward creating a happy, healthy and safe environment where all feel respected, valued and able to be their authentic selves</p>

Staff and volunteers are expected to demonstrate care for each other and a safety-first mindset which guides our decision making and our every action. At all levels, our people are expected to create a safe environment for themselves and their colleagues. This means taking accountability for knowing how to operate safely, actively identifying safety risks and speaking up if you have concerns.

Working within a regulated environment with vulnerable groups and individuals, staff and volunteers are expected to follow our policies and procedures

Special Conditions

- This position requires flexible hours, including possible weekend and after hours work from time to time.
- Workers must possess, and keep current, a satisfactory Working with Children and Disability Checks
- Workers must sign the CADL and NDIS Code of Conduct prior to commencing employment.
- Workers in this position must possess a Current Driver's License and willingness to drive CADL vehicles.
- Workers may need access to own vehicle with appropriate insurance when CADL vehicles are not available.
- Workers must participate in an annual performance developmental review process and regular supervisory meetings.

Key Duties and Role Responsibilities

Specific to Role:

Quality

- In partnership with the Executive Team, design, monitor and review quality systems including conducting and overseeing auditing programs, maintaining compliance registers and databases
- Evaluate and implement strategies to improve CADL's quality, risk, and compliance systems
- Provide leadership and training to all staff in quality systems and obligations
- Develop appropriate feedback and consultation mechanisms, associated consultation timetable, and pathway (closing the loop) to implement identified improvements
- Integrate and support continuous quality and risk management initiatives across the organisation
- Lead the organisation in ensuring quality accreditation is achieved through formal review processes
- Co-ordinate and manage CADL's incident, hazard and feedback and compliance and risk databases
- Support CADL's Clinical Governance and Risk Sub-Committee and Policy Sub-Committee
- Review, update and implement policies and procedures to meet accreditation standards
- Develop and manage the Quality Improvement Plan and register
- Implement internal audits, compliance processes and evaluations to identify, review and update processes and systems.
- Data collection and analysis for reporting to committee and working with Program Managers
- Act as the organisational Authorised Reporting Officer for the NDIS Safety Quality Safeguards Commission

<p>Specific to Role:</p>	<p>Human Resources</p> <p>In partnership with the Leadership Team, and utilising external HR Partner:</p> <ul style="list-style-type: none"> ▪ Develop and maintain progressive HR & WHS frameworks, policies, procedures, and systems to ensure employee engagement, health and well-being. ▪ Coordinate end to end recruitment processes, participation in interview panels (as required) and provide general advice around best practice recruitment. ▪ Coordinate staff and volunteer performance development and review process. ▪ Undertake systems and records management relating to worker details, worker legal compliance, training, WHS, Return to Work Claims, and key employment dates. ▪ Develop position descriptions and employment contracts. ▪ Coordinate and undertake staff training (as required). ▪ Process general HR enquiries. ▪ Ensure structures and procedures adhere to the requirements of Equal Opportunity, Work Health and Safety, and Return to Work, and other relevant legislation and regulations ▪ Supervision, support and development of Quality and Compliance Officer and Volunteer Program Coordinator
<p>Organisational:</p>	<ul style="list-style-type: none"> ▪ Actively promote CADL values and policies in your daily work. ▪ Comply with all organisational and operational policies of CADL. ▪ If required, participate in staff and team meetings and staff training days. ▪ Protect the right of all Carers, clients, staff and volunteers to privacy and confidentiality at all times. ▪ Whilst working as a member of the work team, maintain and develop partnerships with key stakeholders. ▪ As a member of the Executive Team, contribute to the implementation and review of CADL Strategic Plan and annual Operational Plans. ▪ Ensure structures and procedures adhere to the requirements of Equal Opportunity, Occupational Health and Safety and Workers Compensation legislation.