



POSITION DESCRIPTION: QUALITY & IMPACT MANAGER

- Title:** Quality & Impact Manager
- Status:** Fulltime or 0.8 FTE; ongoing
- Reports to:** Director of Impact & Sector Strategy
- Classification:** Social Community Home Care and Disability Services Industry Award Level 7
- Salary:** \$95,000 - \$100,000 fulltime equivalent base salary per annum (pro-rata for part-time, commensurate with experience). Base salary is over award, plus annual leave loading, superannuation and generous salary packaging.

1. About the Federation

The Federation is the peak body for Victoria's Community Legal Centres (CLCs). Our members are at the forefront of helping those facing economic, cultural or social disadvantage and whose life circumstances are severely affected by their legal problem.

For over 40 years, CLCs have been part of a powerful movement for social change, reshaping how people access justice, creating stronger, more equitable laws, and more accountable government and democracy.

The Federation:

- Enables a strong collective voice for justice and equality;
- Mobilises and leads CLCs in strategic, well-coordinated advocacy and campaigns;
- Leads and supports ongoing learning, reflection and evaluation across the sector;
- Drives creativity and excellence in delivering legal services to communities.

2. Position purpose

The Quality & Impact Manager will play a critical role in positioning the community legal sector to meet future opportunities and challenges, and driving ongoing excellence and capacity building to enhance the impact of the sector and the Federation.

The Quality & Impact Manager will lead and mobilise a team of technical experts - across data and evidence, evaluation and impact, quality improvement and accreditation, and training and development - to strengthen the impact of CLCs, and deliver the Federation's capacity building priorities.

The Quality & Impact Manager will facilitate effective sector consultation, collaboration and engagement to enable the development and implementation of a 10 year Sector Plan and Sector Workforce Strategy, and to assess key sector issues and develop effective strategies.

3. Position responsibilities

Team Leadership

- Provide guidance and strategic oversight to the Quality & Impact team to mobilise resources, and identify and capitalise on opportunities to strengthen data management, evaluation and impact assessment, continuous quality improvement and accreditation, training and development initiatives, and partnership opportunities;
- Lead the recruitment and selection, performance management and people development within the Quality & Impact team;
- Build workforce capability and capacity and inspire, engage and empower staff and supporters to achieve our goals;
- Collaborate across Federation and with senior management team;
- Foster a collaborative culture of team work, learning, creativity and excellence.

Strategic sector capacity building

- Work collaboratively with the Director of Impact & Sector Strategy and across the sector, to contribute to the development and implementation of a Sector Workforce Strategy and associated workforce improvement activities, ensuring a robust evidence base and strong engagement from members and stakeholders;
- Work collaboratively with the Director of Impact & Sector Strategy and across the Federation and the sector, to contribute to the development and implementation of a comprehensive plan to enhance governance across the sector to strengthen contributions to communities, and to oversee the design and delivery of effective governance activities;
- Provide strategic oversight and guidance, and work collaboratively:
 - in the development and implementation of a comprehensive data strategy to drive a culture of data driven excellence that informs evidence based planning, decision making, policy, and service design and delivery;
 - in the development and implementation of a comprehensive plan to strengthen sector impact and evaluation capacity, including supporting application of the sector-wide Outcomes Measurement Framework;
 - for the National Accreditation Scheme (NAS) in Victoria ensuring outcomes inform the quality and continuous improvement capacity across the Federation;
- Work collaboratively across the Federation team to oversee a broad training and development program that meets the current and future challenges, opportunities and needs of the sector;
- Identify challenges and opportunities for ongoing sector development and improvement;
- Work collaboratively with the Director of Impact & Sector Strategy to strengthen capacity and capability within the Federation in the areas of data management, evaluation and impact assessment, continuous quality improvement and accreditation, and training and development.

Stakeholder Engagement

- Actively engage with all member CLCs, Community Legal Centres Association (CLCA), other state and territory peaks, community sector and government partners, funders and other relevant stakeholders;
- Develop strong relationships with the Federation's members - engage and support members to identify issues, support projects and collaborate on sector-wide initiatives;
- Contribute to collaboration and engagement with key stakeholders and strategic partners to influence outcomes that strengthen the impact and capacity of the sector.

Values and Behaviors

- Promote and role model appropriate behaviour to support the Federation's culture, performance and profile.
- Actively support the Federation's commitment to the principles of diversity, inclusion and EEO.
- Actively demonstrate organisational values.

Health, Safety & Wellbeing

- Act in a safe manner at all times, including complying with all safety instructions and training given at the workplace.
- Participate in, and contribute to, health and safety awareness and improvements.
- Report all incidents, injuries and potential hazards in a timely manner.
- Ensure that the work is carried out in ways, which safeguard the health and safety of workers or others in their charge including contractors whom they engage.

Other

- Other duties as may be determined from time to time by the Director of Impact & Sector Strategy and CEO.

4. Key Selection Criteria

Essential Skills and Experience

- Relevant tertiary qualifications or equivalent relevant experience.
- Extensive experience in broad strategy development, planning and implementation.
- Strong experience in 2 of the 4 below areas of work:
 - Program impact, evaluation and measurement;
 - Continuous quality improvement;
 - Data management and capability;
 - Capacity building, training and development
- Experience in working collaboratively on service design, improvement or implementation based on robust evaluation, a strong evidence base and significant consultation.
- Strong experience in the leadership and development of a high performing team.

- High level stakeholder engagement skills, including the ability to communicate, liaise and build productive relationships across diverse partnerships, for mutual benefit towards shared goals.
- Strong negotiation and consultation skills with demonstrated experience effectively managing complex and sensitive relationships with multiple stakeholders.
- High level organisational skills and experience, including strategic thinking and planning, and meeting all project outcomes, timelines and reporting requirements in a fast paced environment;
- Advanced computer skills including proficiency in the use of MS Office packages and databases;
- Proven ability to contribute to a cohesive Federation team environment by working collaboratively, sharing information, supporting team priorities and ensuring open communication.

Desirable

- Experience in the development, planning and implementation of a workforce strategy;
- Experience working in a small, fast paced organisation;
- Experience in a member-based organisation.

Personal Attributes

- Motivated by collaboration and collective success.
- Flexible, adaptive and able to work effectively in a small team.
- Openness to change, receptiveness to new ideas and exercises initiative.
- Capacity to work independently and reflect on own work performance.
- Committed to contributing to a positive work environment.

5. Location and work outside office hours

The position will be based at the Federation's office in Melbourne. Some travel will be required and reasonable travel expenses are reimbursed. Occasional work outside normal office hours may be required, such as to attend meetings and after hours' events.

6. Applications

To apply for this position, please email your resume and a covering letter addressing the key selection criteria questions in the advertisement to the attention of HR Adviser at humanresources@fclc.org.au

Any queries about this position may be directed to Tanya Sawtell (HR Adviser) via humanresources@fclc.org.au or on 03 9652 1502.

We encourage applicants from Aboriginal and Torres Strait Islander Australians, people with disability, people from diverse cultural and linguistic backgrounds and lesbian, gay, bisexual, transgender, intersex and queer (LGBTIQ) people to apply for this position.

Please submit your application before 9 am Tuesday 4 February 2020 with interviews to commence shortly after.