



POSITION DESCRIPTION: QUALITY & CAPACITY BUILDING COORDINATOR

- Title:** Quality & Capacity Building Coordinator
- Status:** Fulltime or part time (minimum 0.8FTE), ongoing
- Reports to:** Quality & Impact Manager
- Classification:** Social Community Home Care and Disability Services Industry Award Level 6
- Salary:** \$85,000 - \$90,000 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. Background

The National Accreditation Scheme (NAS) is a sector-led certification process for CLCs across Australia. The NAS Standards and Requirements and Accreditation process aims to recognise, encourage and actively support good practice in the delivery of community legal services and the operations of CLCs. Through the NAS, the Federation is able to identify gaps and analyse trends, enhancing sector capacity to develop and implement governance and management practices, and improve service delivery outcomes across the sector.

3. Position purpose

The Quality & Capacity Building Coordinator plays a critical role in best practice delivery of services - fostering a culture of continuous quality improvement, and strengthening capacity within the Federation, within CLCs and across the sector.

The Quality & Capacity Building Coordinator will focus on the implementation, ongoing monitoring, evaluation and improvement of the NAS across Victoria; ensuring the identification and analysis of issues and trends informs sector sustainability, and capacity building strategies and activities.

The Quality & Capacity Building Coordinator will work collaboratively within the Quality & Impact team to inform the design and delivery of a range of capacity building and training and development activities across the sector.

4. Position responsibilities

Coordination of the National Accreditation Scheme for Federation members

- Guide and support Federation member CLCs to effectively participate in the NAS:
 - Deliver information, advice and coaching to member organisations throughout the accreditation cycle;
 - Lead accreditation audits and assessments – review member documentation and evidence, conduct confidential interviews with key staff and Board members, recommend and support improvement plan actions, draft accreditation and certification documents, review progress reports, and ensure effective record keeping;
- Support CLCs to integrate continuous quality improvement activities consistent with relevant legislation, Acts and national standards and requirements;
- Ensure ongoing promotion of the NAS to members and to sector stakeholders;
- Identify and analyse common issues, gaps and emerging trends observed during accreditation, and make recommendations to inform capacity building;
- Deliver advice, guidance and support in the integration of quality improvement activities and practice into ongoing work and culture across the sector:
 - Work collaboratively with Federation and CLC organisational stakeholders to embed continuous improvement thinking into organisational policies, procedures and systems;
 - Provide coaching, support and technical assistance in the areas of accreditation standards and requirements, best practice service delivery, continuous quality improvement and training and development activities.

Capacity building across sector

- Work in collaboration with the Quality & Impact team, the Federation team and other key stakeholders to enhance sector capacity to meet the NAS standards and requirements and build sector excellence in service delivery;
- Review and analyse accreditation issues, emerging trends and member NAS performance to inform sector sustainability, capacity building strategies and activities, and training and development needs;
- Work collaboratively at a state and national level with working groups to design and develop tools, templates, resources and systems to support continuous quality improvement and capacity building across the sector:
 - Design and implement resources to provide guidance on the NAS;

- Develop case studies as an evidence base of good practice and effectiveness, for dissemination to members;
- Work collaboratively with the Quality & Impact team – in particular with the Training Coordinator - to inform the design of sector relevant and bespoke training and development activities and programs.

Stakeholder Engagement

- Actively engage with all member CLCs, Community Legal Centres Association (CLCA), other state and territory peaks, consultants, funders and other relevant stakeholders;
- Collaborate with relevant state and national working groups and committees to ensure effective links between the Federation and the NAS;
- Work with state and national counterparts to:
 - Monitor and analyse assessments to identify common areas for sector improvement;
 - Devise, initiate and support strategies to strengthen organisational governance, operations, risk management and service delivery;
 - Continuously review, refine, improve and streamline NAS processes.

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 Manager Quality & Impact, Director of Impact & Sector Strategy or the CEO.

5. Essential Experience

Skills and Experience

- Demonstrated experience in accreditation and quality improvement;
- Demonstrated experience using compliance or quality standards to assess and enhance performance, and support organisational development and continuous quality improvement;
- Sound understanding of continuous quality improvement processes and the use of standards and accreditation to enhance organisational leadership and management systems;

- Understanding of risk management and how it relates to accreditation and quality improvement;
- High level project management and organisational skills and experience, including the ability to plan, prioritise, meet deadlines and drive project and reporting outcomes;
- Strong interpersonal, relationship building and consultation skills including the ability to communicate clearly and sensitively with senior stakeholders, use a coaching approach to influence outcomes, and build mutually beneficial relationships;
- Excellent written communication skills and experience in drafting a range of reports and documentation;
- High level analytical skills and problem solving ability, as well as initiative, flexibility and a outcomes focused approach;
- Advanced computer skills in the use of MS Office packages and databases;
- Proven ability to contribute to a cohesive Federation team environment by sharing information, supporting team priorities and ensuring open communication;
- Current Victorian driver's license.

Desirable

- Relevant tertiary qualifications.
- Experience working in a small, faced paced organisation.
- Experience in a community based or 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.

6. Location and work outside office hours

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

7. Applications

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

Any queries about this position may be directed to Tanya Sawtell (Human Resources Adviser) via humanresources@fclc.org.au or on 9652 1510.

We strongly encourage Aboriginal and Torres Strait Islander people, 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.

Applications close at 10 am, Wednesday 25 March 2020