

Position description: Quality and Systems Coordinator - FACS VIC

Baptcare is a purpose driven and faith based organisation working across Victoria, Tasmania and South Australia, providing residential and community care for older people and support to children, families, and people with disability, financially disadvantaged people and people seeking asylum.

ROLE PURPOSE

The Quality and Systems Coordinator is responsible for the efficient and effective coordination and implementation of Quality Management Systems and Quality Improvement activities for the Family and Children's Services of Baptcare in Victoria. The Quality and Systems Coordinator will support all Victoria work groups to maintain quality improvement plans aiming to maximise the outcomes for our clients. The Quality and Systems Coordinator will undertake responsibilities in coordinating, planning, implementing, measuring, and monitoring current and new approaches design to maintain and improve mandatory compliances as per quality standard (i.e. Human Service Standards). The Quality and Systems Coordinator will advise and assist Baptcare to provide Quality Management and will provide leadership throughout the business for the integration and monitoring of quality improvement activities through effective planning, negotiation, implementation and evaluation processes.

The role reports to the Lead Investigations, Quality and Incidents Manager. Children and Family Services programs/services operate across Victoria and Tasmania and are funded by the Department of Health and Human Services, Victoria.

Part A: Organisation

Baptcare's Vision, Mission and Values

Mission: Partnering for fullness of life with people of all ages, cultures, beliefs and circumstances.

Vision: Communities where every person is cherished.

Our Mission and Vision are lived through our WE CARE values:

We care about...	Our Customers We care about...	Our Team We care about...
Wellbeing	... You living your life with meaning, we partner with you to enhance your health, safety, comfort and spirituality.	... Strengthening our teams by cultivating a safe and encouraging work environment that enables personal growth.
Ethics	... Being genuine with you, leading with integrity and fulfilling Baptcare purpose in harmony with community expectations.	... Being inspired by justice. We act with integrity and do the right thing by our customers and each other in light of current and future needs.
Co-creating	... Building personalised and innovative solutions with you and our allied partners, with your goals as our shared focus.	... Building an exciting future together with our customers in focus, by empowering everyone to contribute and encouraging adaptability, creativity and collaboration.
Accountability	... Fulfilling our commitments to you and accepting our responsibilities to continually improve.	... Fulfilling our commitments and responsibilities, using our resources wisely and being able to reflect, speak up and adapt when needed.
Respect	... Understanding and embracing your individuality, standing up for your equality and protecting your dignity.	... Understanding and embracing your individuality, standing up for your equality and protecting your dignity.
Effectiveness	... Being focused on achieving the best outcomes for you, with you.	... Ongoing improvement in the focus of our people and resources to achieve positive outcomes for our customers.

We select leaders who engage with and from the heart of our mission. We only engage employees who can deliver our mission

Baptcare is committed to being a child safe organisation by ensuring that all staff who work directly with children adequately maintain and update their knowledge of Child Safe Standards and provide protection to the children in our care.

Part B: Position specifications

Relationships

Division:	Family and Community Services Victoria
Reports to:	Lead Investigations, Quality & Incident Manager

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Internal:	<i>Executive Team, Leadership teams and FACS teams, other stakeholders within broader Baptcare</i>
External:	<i>External Accreditation and Review Bodies (i.e. Quality Innovation Performance), DHHS</i>

Dimensions

Annual Operating budget:		On a needs be basis and project dependent
Staff	Direct	<i>N/a</i>
	Indirect	<i>Project Officer</i>

Delegations and authorities

Capital expenditure:	<i>N/a</i>
Operating expenditure:	<i>N/a</i>

Part B: Position specifications continued

Key Accountabilities

- Wholeheartedly aligned with Baptcare's Mission, Vision and Values.
- Actively work toward an integrated Baptcare Quality Management System.
- Contribute to the achievement of Baptcare's strategic and business plans through a quality strategy.
- Maintain accreditation and registration.
- Drive, enforce and implement the FACS Vic Quality Activities; ensure all activities are acted on within required timelines.
- Champion new quality initiatives and invest in sharing knowledge on quality best practice.
- Work alongside the business resource to address the RAP, Rainbow Tick activities, Child Safe Standards and Aboriginal Cultural Safety.
- Assist, where required, in the CRM transformation process.
- Provide specialist advice, guidance and support to leadership on quality and compliance matters.
- Complete internal audits; manage and coordinate external reviews.
- Drive a culture of innovation and continuous improvement
- Commitment to the safety, well-being and best interests of children and young people, and duty of care in the prevention, identification, and response to child abuse.
- Commitment to all Baptcare customers and clients and the special needs of children, vulnerable people and people with a disability; people from a culturally or linguistically diverse background; and/or Aboriginal and Torres Strait Islander people.
- Workplace Health & Safety Responsibilities.
- Any other duties that may be required from time to time.

Key Tasks

1. Quality Management

- Develop and implement quality plans for the business, aligned to Baptcare's quality strategy and applicable service standards.

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- Scan the environment for best practice, emerging trends and changes in regulatory, compliance and accreditation requirements affecting the business; analyse impact on the business; plan and implement actions to support coordinated transition.
 - Identify common problems and challenges, blocks, risks and opportunities for improvement through gap analysis, results of audits, monitoring of incidents and feedback, and engagement with staff.
 - Lead teams to design and implement process, system and service improvements.
 - Develop and review controlled documents for the business (procedures, work instructions, forms, manuals, process maps) to improve efficiency, service delivery and/or client outcomes, and meet regulatory and compliance requirements.
 - Provide specialist advice, guidance and support to leadership on quality and compliance matters, including support in incident and complaint management, set up of new programs, contribution to strategic plan, contribution to tenders.
 - Prepare reports, as required.
- 2. Auditing and reviews**
- Lead in the preparation for and execution of external accreditation reviews.
 - Lead Auditor for internal audits, in line with the Audit Plan – report on findings, socialise recommendations within Program/State, record and oversee completion of quality activities (corrective actions and continuous improvement).
 - Manage and/or complete ad-hoc desktop audits as required (funding bodies).
 - Contribute to reviews, as required, including root cause analysis and external reviews.
 - Contribute to external submissions.
- 3. Systems management**
- Represent the business as Subject Matter Expert in system development and system review committees and working groups.
 - Local support for Baptcare systems.
 - Quality and Safeguarding contact for FACS Vic.
- 4. Stakeholder engagement**
- Work closely with Baptcare Quality team to ensure a coordinated and consistent approach to quality activities and initiatives.
 - Develop ongoing capability in relation to systems and processes, including deliver periodic training to staff.
 - Manage quality communication, including communication of new systems/processes, refreshers, regular Quality Updates within business area.
 - Chair and manage internal Quality committees and meetings; contribute to leadership meetings.
 - Represent Baptcare at external meetings and networks.
 - Project work, as required, by business demand, and on direction from the Quality Manager, from time to time.
- 5. Workplace Health & Safety**
- Visibly demonstrate work health and safety personal commitment to working with all Baptcare stakeholders in achieving a Zero harm workplace by complying with Baptcare's WHS policy, WHS Plans and procedures relevant to your working environment.
 - Actively promote and foster constructive behaviours to enhance Baptcare's organisational safety culture, "*The safety standard you set is the one you just walked by*" by reporting hazards, incidents, injuries and near misses to the manager without delay.
 - Co-operate with Baptcare in respect to any action taken by Baptcare to comply with legislative requirements.
 - Take reasonable care for your own health and safety and the health and safety of others in the workplace.

Part C: Person specification

Key selection criteria

1. Understanding of quality accreditation standards and relevant legislation governing the industry and the specific area of work including:
 - Children, Youth and Families Act 2005 (Vic),
 - Children, Young Persons and their Families Act 1997,
 - Disability Act 2006 (Vic),
 - Child Safe Standards,

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- PIP Act 2004,
 - Out of Home Care Requirements,
 - The Family Violence Multi-Agency Risk Assessment and Management Framework, and
 - Work Health and Safety requirements, and other key legislative reforms.
2. Demonstrated experience in quality and the development, implementation and review of quality management systems, including the development of procedures and work instructions, and the auditing of systems and processes.
 3. Good interpersonal skills, including the ability to influence staff to drive compliance and innovation.
 4. Proven analytical and problem-solving skills.
 5. Strong systems orientation.
 6. Personal qualities of efficiency, integrity, flexibility and a strong value of customer service.

Qualifications

Essential:	Diploma or Tertiary qualification in a discipline relevant to Quality, Business Administration, Business Management or Human Services delivery with at least 5 years' experience in a similar role, alternatively qualified by extensive work experience (greater than 10 years).
Desirable:	Certificate IV in Training and Assessment.

Other

Essential	<ul style="list-style-type: none"> • Satisfactory Police Check (<i>National and International if relevant</i>) • Current Police Check (national and international, if relevant) • Current Working with Children Check (Vic) or willingness to obtain • Current Motor Vehicle License • Ability and willingness to travel, if required
Desirable	Advanced computer skills

Part D: Baptcare Expectations of Staff Behaviour

Expectation of behavior

All staff play a key role in shaping and influencing workplace culture. This requires a consistent approach and commitment to the following:

- Treat everybody with respect and dignity and value people for who they are their unique contribution, irrespective of role or level in the organisation
- Accept that I have a key role in representing the team I service to the broader organisation and for positively promoting the organisation to the team and in any external environment
- Be clear and open about decision-making processes, wherever possible providing opportunities for others to be involved in decisions that affect their work. Give new ideas from others a fair hearing and proper consideration. Promote and role model an open, inclusive and collaborative approach
- Take a proactive approach to workplace health, safety and staff wellbeing
- Participate in staff learning and development and recognize the value of ongoing professional and personal development for myself
- Actively encourage feedback from others about how I am going as a team member
- Role model positive behaviours always and ensure that I choose my attitude when I come to work
- Always behave ethically and with integrity
- Be engaged and have fun at work

DECLARATION

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Essential	My position description has been explained in detail and I understand and accept the accountabilities and authority as outlined.		
Employee	Name:	Signature:	Date: / /
Baptcare representative	Name:	Signature:	Date: / /