

#### Our Vision

Wellbeing, safety and respect for all children and families.

#### Our Mission

To deliver quality services with positive outcomes for the communities we serve.

#### Our Values

We believe in **respect**. We have empathy and compassion for the communities we serve and we work to empower people.

We embrace **collaboration**. We celebrate inclusiveness and we work together to make a difference, creating strong partnerships with our stakeholders.

We are leaders in **innovation**. We have the courage to try new things, to be creative and go above and beyond for the individuals and communities we serve.

We have **integrity**. We believe in doing what's right, acting ethically and with honesty.

#### Position Overview

<b>Summary:</b>	As a Quality Business Partner at Caf's you will provide support to the Manager Quality and Compliance and partner with leadership and teams to implement and enhance the Caf's Quality Management System, to ensure safe, effective, connected and person-centred services for everybody, every time through excellence in support and service delivery. You will also support a culture of continual quality improvement that ensures good governance and operating efficiencies and the ongoing maintenance of our organisation-wide compliance requirements.
<b>Qualifications:</b>	Tertiary qualification in health, human services, quality or related field is preferred. Qualification in Quality Management Systems – Human Service Standards, NDIS Practice Standards, ISO 9001 is preferred. Lead Auditor – Quality Management Systems desirable
<b>Experience:</b>	At least 5 years' experience in the health, or human services or not for profit sector. Experience developing, implementing, monitoring and improving quality systems and assurance programs/activities
<b>Reports to:</b>	Manager Quality and Compliance
<b>Direct Reports:</b>	NIL
<b>Classification:</b>	Common law contract
<b>Other Requirements:</b>	A current Victorian Drivers licence

#### Organisational Overview

Caf's has a long history of supporting communities, dating back to 1865 with the Ballarat Orphanage and Ballarat Children's Home. Whilst our programs and services have changed and expanded significantly since these early days, we remain committed and passionate to helping children, families and individuals in need and are proud to be a committed child safety organisation as well as White Ribbon and Rainbow Tick accredited.

**Service Delivery:****Quality Management System**

- In collaboration with key stakeholders, support the improvement and implementation of Cafs Quality Management System and Quality Governance Framework.
- In partnership with leadership evaluate, update and strengthen Cafs policies and procedures.
- Support leadership to embed a culture of quality and improvement.
- Support and maintain IT systems that underpin effective quality improvement and reporting processes.

**Quality Assurance and Control**

- Implement Cafs quality assurance processes and monitoring systems, including quality audit schedules and training.
- Assist leadership with the analysis and interpretation of assurance activities and audit results as required.
- Support the maintenance of accreditation against the Human Services Standards, ISO Standards and other compliance standards as required.

**Quality Improvement**

- In collaboration with key stakeholders, develop and implement quality improvement plans that ensure quality outcomes for clients and Cafs people and a culture of service excellence.
- Support consultation processes with clients and Cafs people to inform quality improvement priorities and initiatives.
- Support relevant research and improvement projects and drive knowledge transfer into practice, this could include leading improvement projects.

**Quality Reporting**

- Contribute to organisational quality and compliance reporting requirements.
- Support the development of reporting on quality key performance indicators and objectives to improve resource allocation and decision making.
- As part of the Quality and Compliance Team, implement and effectively utilise Cafs incident and feedback reporting system and planning systems.

**Quality Leadership and Change Management**

- Support leadership to ensure that changes to policies, procedures and frameworks are properly understood, adopted, implemented and evaluated as part of Cafs Quality Management System.
- Support collaboration with leadership and teams to adjust process, practices and employee knowledge as needed to meet the operational service objectives of Cafs.

**Networking, Promotion and Community Development:**

- Develop a strong and supportive mutual relationship with funding bodies, accreditation bodies and other key stakeholders.
- Represent Cafs at appropriate forums and activities as and when required.
- Promote Cafs programs to the wider community, in line with Cafs marketing, organisational and regional strategies.
- Liaise with other community agencies to develop and maintain appropriate working relationships and alliances.
- Promote advocacy relevant to program/team areas and Cafs generally.

**Accountabilities****Specific Responsibilities****Teamwork:**

- Actively engage and work with others within your portfolio and/or across other portfolios to achieve positive outcomes.
- Establish and maintain strong professional working relationships with the Cafs leadership team and Cafs people.
- Take responsibility for the space you share with others.
- Contribute towards successful communication across the organisation.
- Contribute towards positive motivation, particularly in times of change.
- Operate within required legislation, ISO and program/team standards.

**Organisation:**

- Act and encourage others to act, in a way that is aligned with Cafs vision, mission, values and guiding principles. You will work with respect, embrace collaboration, lead and foster innovation and act with integrity.
- Ensure teams and individuals demonstrate total commitment to Child Safety and child safety matters.
- Ensure the promotion of respectful relationships and gender equality within the workplace and demonstrate a culture of zero tolerance of violence against women.
- Ensure team and individual adherence and commitment to the Cafs Code of Conduct and Cafs Child Safety Code of Conduct.

**Individual:**

- Undertake work and duties under limited direction and with integrity.
- Understand and commit to the purpose and objectives of the program/team.
- Work to timeframes and within relevant delegations of authority.
- Take responsibility for everything you do and say.
- Actively engage in reflective practice and a culture of continuous learning and development.
- Participate in supervision with your responsible manager and actively lead your own professional development in line with the organisational objectives and those set with your manager.

**Leadership:**

- Lead by example at all times.
- Provide high level leadership to client service practitioners and Cafs people across the organisation
- Develop and engender processes that promote professionalism and enthusiasm in individuals and teams.
- Build and maintain trusted partnership and coaching relationships across Cafs to drive the implementation of agreed People and Engagement initiatives and strategies.
- Assist with the provision of expert and relevant People and Engagement advice and support to the leadership team on strategies to embed People and Engagement leadership, initiatives, culture and improved standards in the workplace.
- Build and maintain cohesive teams within Cafs as required.
- Provide leadership, direction and management across the organisation, particularly in relation to the implementation of Cafs People and Engagement activities.
- Actively develop processes and capacity for continued coherent health, safety and wellbeing practice across Cafs.

**Health and Safety:**

- Actively participate in the safety and wellbeing function within Cafs.
- Display responsibility for self, team and environment.
- Demonstrate positive approach to own safety and safety of others.
- Ensure self and team adherence to Health, Safety and Environment practices, procedures, instructions and rules at all times holding teams/Cafs people accountable where these are not followed.
- Ensure self and team compliance with all EO and legislative requirements through Cafs relevant policies and procedures holding teams/Cafs people accountable where policies and procedures are not followed.
- Identify and report hazards, risks and incidents in a timely manner; identify patterns in reporting and assist with investigations for serious and repetitive matters.

## Accountabilities

## Specific Responsibilities

### Quality and Continual Improvement:

- Participate in audit processes, ensuring corrective actions are captured and acted upon.
- Align continuous quality improvement and compliance frameworks to the preparation, communication, and execution of operating objectives, plans and programs.
- Provide an environment that encourages the identification of opportunities for improvement in Quality and Continual Improvement.
- Adhere to Cafs policies and procedures at all times; reporting where policies and procedures are not followed.

## Working Conditions

### Physical:

This position is predominantly desk based role. The role may be located in multi-storey buildings, single storey building or building not under Cafs control. The incumbent will be required to travel in company vehicles and public transport around the Central Highlands region and possibly Victoria to provide People and Engagement services, to attend meetings, forums, professional development *etc.*

### Psychosocial:

Cafs program areas deal with clients with traumatic backgrounds, including abuse, family violence *etc.* The incumbent needs to be able to assess safety and risk factors for employees suffering vicarious trauma, assaults by clients, personal psychosocial conditions *etc.* The incumbent needs to be resilient and able to recognise and administer self-care and be aware of and recognise when these are impacting on Cafs people.

### Environmental:

This position will predominantly be based in an office. However, the incumbent may be required to travel across the Grampians region to deliver People and Engagement initiatives and intra state for training, meetings *etc.*

## Mandatory Requirements

Work within the ethos of Cafs as expressed in its Vision, Code of Conduct and Values and in accordance with legislative requirements, organisational policy/procedures and relevant standards of professional practice. Mandatory requirements before employment and to be maintained during employment are:

- Completion of relevant/required qualifications with originals sighted by authorised officers of Cafs
- An employment status Victorian Working with Children Check.
- A National Police check (with no relevant disclosable outcomes).
- A signed International Police Declaration.
- An International Police Check if required (with no relevant disclosable outcomes).
- A signed Cafs Codes of Conduct.
- An Oracle Out of Home Care registration (Residential Care Only).

## Acknowledgement

Please sign and date to acknowledge that you have read, understood and accept the contents of this Position Description.

Employee Name: \_\_\_\_\_

Employee Signature: \_\_\_\_\_

Date: \_\_\_\_\_