

## POSITION DESCRIPTION

<b>POSITION TITLE:</b>	<b>QUALITY &amp; SAFEGUARDING MANAGER</b>		
<b>COMPANY DIVISION:</b>	<b>genU Ability &amp; Aged</b>	<b>UNIT:</b>	Quality & Safeguarding
<b>OFFICE LOCATION:</b>	Support Hub (Head Office), Belmont or By negotiation		
<b>REPORTS TO:</b>	Executive General Manager genU Ability and Aged		
<b>OTHER PROFESSIONAL RELATIONSHIPS:</b>	<ul style="list-style-type: none"> <li>• genU Ability management teams</li> <li>• genU Corporate Services</li> <li>• Risk and Compliance</li> <li>• State &amp; Commonwealth Government Departments</li> <li>• TAC, DHHS, NDIS, DSS, ACC</li> <li>• Industry Peak Organisations (NDS and LASA)</li> <li>• Consultants &amp; employees.</li> </ul>		
<b>CLASSIFICATION &amp; CONDITIONS:</b>	Common Law Contract		
<b>STATUS:</b>	Updated November 2020		

### THE COMPANY

genU is short for Generation You. Because whatever generation you belong to, whether you're young, old, or somewhere in between, what unites us is the belief that neither disability nor ageing are disadvantages to be endured but challenges to be met boldly, achievements to be had and adventures in the making.

genU has been 60 years in the making. Bringing together the best of two trusted and respected organisations, Karingal and St Laurence, genU builds on this experience, adding a new ambition: to become the leader in what we do.

We want everyone's lives to be happier and healthier, especially people with disabilities, the ageing and those experiencing disadvantage.

genU works using a person centred approach. Our mission is to enable each person we support to live the life they choose. We do this by helping our clients re-join the workforce, master everyday tasks or access community services.

**Vision:** To build inclusive communities.

**Mission:** Create and deliver innovative services that empower people, in the communities we serve, to reach their full potential.

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### GENU VALUES

VALUE	BEHAVIOURS
<b>Welcoming</b>	You're part of our family
<b>Respectful</b>	We will treat you the way we would want to be treated
<b>Integrity</b>	Earning your trust by always adhering to our values
<b>Courageous</b>	We bravely drive innovation and advocacy to assist you to live the life you choose
<b>Excellence</b>	We are proud in our pursuit of the highest quality, reflecting our commitment to delivering the best

The genU values have been articulated to advise employees about the sorts of behaviours expected of them in the workplace.

### DESCRIPTION OF DIVISION

genU Ability and Aged are divisions of genU who oversee a range of services and supporting including Business Enterprises, Individual Support Services, Participate, Support Coordination, Employment Pathways and Shared Living.

This division includes a residential aged care site, Home Care Packages and a range of other support for people who are aged and/or have a disability. genU are a registered disability and aged care provider supplying services and supports to people and through partnerships with people, their families and the community, genU Ability and Aged creates opportunities and choices that inspire and enable the achievement of personal goals.

### PURPOSES OF THE POSITION

To lead quality, compliance and safeguarding in genU Ability and Aged driving change across these client services divisions of genU. The position guides the provision of high quality accredited services and supports to people with a disability and/or are aging and is the pivotal lead the implementation of the requirements under the NDIS Quality and Safeguarding Commission and the Aged Care Commission.

This position manages a specialist team which is critical in leading practice and policy to deliver on both Disability and Aged Care Practice Standards.

### SUMMARY OF POSITION RESPONSIBILITIES

The position is directly responsible for the quality and compliance accountabilities and the achievement of Key Performance Indicators.

#### Quality and Compliance

- In collaboration with genU's Risk and Compliance branch oversee quality accreditation processes for disability and aged care.
- Lead and make recommendations about continuous improvements for quality and compliance within genU Ability and aged divisions.
- In collaboration with genU's Risk and Compliance branch oversee multiple contracts ensuring targets and reporting requirements are met.
- In collaboration with Executive General Managers, General Managers and Branch Managers make decisions about implementing the requirements of legislation, funding

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requirements, contracts and other practice changes while understanding the individual needs of our clients.

- Liaise and follow up with branch managers on audit recommendations ensuring action plans are developed and implemented.
- Actively participate in the genU Quality Committee and other groups as directed.
- Contribute to the identification and management of risk management plans.
- Monitor report and collate quality, compliance and safeguarding requirements on behalf of genU Ability and Aged or the overall genU.
- Monitor and report critical incidents and restrictive practices to external bodies including the NDIS Safety and Quality Commission.
- Work with Operations Managers, regulatory bodies and behaviour support practitioners to ensure the implementation of positive behaviour support plans.
- Work collaboratively to meet agreed outcomes.
- Provide input on strategy and assist with research and preparation of tenders, reports or other.
- Collect and collate data to respond to requests for information and investigations – internal and external.

### **Business Planning**

- Support and assist branch managers to undertake regular service reviews and develop strategies to enhance service provision.
- Maintain up to date information relevant to report, tender and presentation preparation.
- Input, prepare and collate governance reports for the board.
- Work with other areas of genU to respond to crisis response and business continuity planning

### **Industry Analysis on Quality, Compliance and Safeguarding**

- Undertake analysis on quality and compliance within the sector to provide advice on relevant policy issues/directions.
- Assist divisional management teams to identify opportunities to influence government policy and/or to provide feedback on quality, compliance and safeguarding.
- Represent genU at industry forums and working groups.

### **General**

- Display a high level of personal integrity and professionalism when representing genU.
- Provide a high level of advice regarding quality, compliance and safe guarding for genU Ability.
- Lead and manage a small team within genU Ability and Aged Quality and Compliance Branch.
- Other duties as directed by manager.

### **KEY RESULT AREAS**

- Leadership of implementation of the NDIS Practice Standards and the Aged Care Practice Standards and ongoing compliance with these Standards.
- Preparation and completion of governance reports and dashboards
- Undertake the role of Authorised Program Officer (APO) and report and monitor on restrictive practice as required in both aged and disability Services
- Responsible for the monitoring and reporting of incidents and complaints to government bodies and relevant commissions
- Oversee and lead a specialist team that supports best practice in genU aged and ability services. Ensure the subject matter experts in the team are integrated within the business being able to respond to client design and change as required.
- Maintenance of ISO accreditation status, NDIS accreditation and accreditation with Aged Care Commission. Maintenance of a range of compliances associated with delivering ability and aged care services and including food safety audits, pool safety and infection control. .
- Audit Action Plans developed and implemented.
- Contract and reporting requirements met.
- Input into development and implementation of Risk Treatment Plans
- Work Instructions are developed and reviewed within timelines
- Reporting requirements are understood, implemented and completed within timelines. These are completed in accordance with the funding bodies or legislative requirements and include such tasks as Incident Reporting, Complaints and reporting on Restrictive Practices.
- Input into statistical collection of data and reporting.
- Coaching on Quality and Compliance

### **WORK HEALTH AND SAFETY RESPONSIBILITIES**

The Board of Directors of genU recognises its moral and legal responsibilities to provide a working environment for its employees, volunteers, contractors, visitors, the general public and those whom we serve (our clients and our residents), that is safe and healthy.

### **KNOWLEDGE, SKILLS AND EXPERIENCE**

#### **SELECTION CRITERIA**

##### **Qualification:**

- Relevant Tertiary Qualifications

##### **Essential:**

- Extensive industry experience in the disability, aged and/or community service sector.
- Comprehensive knowledge and experience of contract compliance and accreditation processes.
- Demonstrated ability to analyse, prepare, undertake and report on change management initiatives.
- Demonstrated ability to lead and collaborate with others to achieve business objectives and achieve outcomes.
- Demonstrated capacity to transform conceptual and strategic thinking into operational and sustainable practice.

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- Ability to work effectively with government and industry representatives to influence change in policy and direction when required.
- High level communication skills including experience in writing and ability to write for a range of different audiences.

### Desirable:

- Personal - Persistence, optimism and decisiveness.
- Conceptual and analytical thinking – Reason through problems and create solutions or new ideas.
- Interpersonal – Confidently conveys ideas and information and handles difficult and sensitive communications.
- Influence and negotiation – gains agreement to proposals and ideas.
- Initiative and accountability – Proactive and self-managing. Accounts for own decisions.
- Active listening – Capacity to hear what is said and discern what is implied

## CULTURAL FIT

In addition to the selection criteria outlined above, the successful applicant must be able to demonstrate they are committed to the genU Vision, Mission and Values and will bring a collegial approach to the genU workforce.

genU values diversity and encourages applications from Aboriginal and Torres Strait Islanders, people with disabilities and from culturally and linguistically diverse backgrounds. genU is committed to making reasonable adjustments where operationally viable.

INHERENT PHYSICAL REQUIREMENTS OF THIS POSITION			
	Frequency Required		
	Often	Sometimes	Rarely
Bending		✓	
Computer based tasks	✓		
Driving	✓		
Kneeling			✓
Lifting		✓	
Sitting		✓	
Standing		✓	
Walking	✓		