Organizational Context

Carinya Society is a community based not for profit organisation providing adult day training and residential support to people with a disability with the objective of advancing the independence, dignity, worth and human rights of the individuals it supports.

Position Scope

The focus of the role of Quality Coordinator is to support the disability service provider achieve its goal “to be the leading high quality support provider” (for people living with disability) in Melbourne’s north.

This position is responsible for contributing to organisation-wide and individual service quality initiatives. This involves performing the assessment and analysis of operations and processes and/or assisting others to complete those tasks. Additionally, the Quality Coordinator works collaboratively with staff and managers to promote, design and implement improvements and innovations at Carinya Society that sustain quality services and stakeholder safety.

In order to achieve defined outcomes, the Quality Co-ordinator engenders staff commitment to quality, encourages a strong culture of safety, disseminates information, and provides support for behavioural quality & safety process changes.

The overall purpose of the Quality Coordinator efforts are participants at the centre of Carinya’s work, staff excellence and sustainability, process effectiveness & efficiency, and safe and reliable care that promotes and supports independence

**Key Responsibilities & Duties**

***Accreditation and Certification***

* Leads or co-facilitates teams by coaching and advising team members to fulfil their role in building and maintaining a sustainable quality and safeguarding business model.
* Liaise with accrediting and certifying bodies as the primary Carinya contact person
* Coordinate and conduct internal and external audits across the functional areas of Carinya Society to ensure compliance with Accreditation requirements and service agreements.

***Continuous Improvement***

* Effectively co-ordinates the assessment of current operational processes at facilities and services as directed by the responsible manager.
* Assesses readiness and identify strategies to achieve quality goals in consultation with the relevant manager.
* Maintains accountability for ongoing self-development activities, especially related to presentation facilitation, change management and application of quality improvement activities.
* Coordinate and develop Carinya Society’s quality improvement planning, systems development and project manage specific improvement projects for all client service provision
* Assist with the development of systems that enhance quality outcomes in response to client complaints.
* Assist with the coordination of the client satisfaction feedback survey.
* Work in conjunction with the Leadership Team to develop and oversee a continuous improvement process that ensures staff at all levels of the organization are engaged.

***Quality Documentation***

* Undertakes quality initiatives, internal audits, support implementation of risk management functions in conjunction with the senior staff.
* Consults with administrative and senior staff including managers, and relevant committees as appropriate to finalise and advance the goals of maintaining quality and safety for everyone at Carinya.
* Works to ensure that quality improvement and innovation work remains focused on one or more of the business’s goals
* Coordinate, develop and implement policies and procedures and conduct staff briefings.
* Ensure the Quality systems (eg. Document Register) are up to date and accurate.
* Monitor legislative changes and coordinate the organisations response where appropriate.

***Organisational***

* Creates a supportive environment in the charity that is sensitive to the issues and needs of various services, regularly consulting with management and direct care staff.
* Assures application of a tracking method to monitor progress towards goals by collecting accurate, timely data to display the quality, cost, and service outcomes.
* Effectively communicates improvements that are made by teams, staff, managers, and administrators throughout the organisation.
* Operate in a manner consistent with Carinya Society ’s vision and an ongoing commitment to mutual respect to all stakeholders;
* Abide by Carinya Society policies and procedures;
* Demonstrate a commitment to quality improvement in all day to day activities including assisting Carinya Society to achieve its Accreditation requirements;
* Ensure that confidentiality of Carinya Society clients and commercial data is respected at all times;
* Comply with the principles of equal employment opportunity to ensure a workplace free from harassment and unlawful discrimination;
* When assigned, completes special tasks and performs other related duties according to agreed upon goals and parameters.

Core Competencies, Attributes and Capabilities

|  |  |
| --- | --- |
| **Qualifications / Experience** | * Tertiary degree in a relevant discipline or a post graduate qualification in a related discipline. * Social science qualification desired. * Preferred experience in human service organisations, that deliver services to vulnerable groups in the community, for 3 years. * Prior management or project management skills are required that demonstrate the incumbent’s ability to plan, implement, and manage complex projects. * Demonstrated willingness to contribute to and influence the quality and safety standards of human services delivered to disadvantaged people and those with a diversity of abilities. * Knowledge of Quality Management systems and their application. * Knowledge and experience applying relevant legislation and quality standards in medium to large organisation * Excellent written and verbal communication skills * Experience in the development and implementation of Policies and Procedures * Experience in the coordination and completion of audits and reviews. |
| **Leadership / Interpersonal** | * Ability to develop stakeholder relationships and influence operational management to meet accreditation and other quality objectives. |
| **Capabilities** | * All posts in Carinya require a high level of flexibility to ensure the delivery of effective and efficient services. Therefore, the person in the role will be required to demonstrate flexibility as and when required by their manager. * Ability to manage own workload and prioritise effectively. * Effective time management and organisational skills. * Ability to work on own initiative. * Effective interpersonal and communication skills that include writing reports. * Ability to work within a multidisciplinary team and coach * Ability to focus on the detail of a project or task when required to ensure complete accuracy. * Ability to balance competing priorities in order to meet deadlines and quality objectives. * Ability to conceptualise and analyse processes and systems, and develop appropriate solutions. |
| **Client / Service** | * Able to consult with internal stakeholders to assess operational needs and develop mutually acceptable outcomes. |

Key Selection Criteria

|  |  |
| --- | --- |
| **Essential**  **Desirable** | * Knowledge of information systems and process improvement techniques is also required. * Data management and analysis expertise is essential, specifically Excel. * Commitment to understand clients’ needs, and to promote a culture of innovation and flexibility, that improves quality and service standards to meet changing client needs * Knowledge of the NDIS Quality & Safeguarding Commissions accreditation requirements, as well as ISO 9001 * Working knowledge of quality management systems (ISO & One DHS Standards), accreditation, * Sound understanding of the legislation of standards of practice that applies to programs and services provided by Carinya Society. * Ability to audit and monitor processes and systems and undertake analysis preferably within a community service organisation and / or disability. * Excellent verbal and written communication skills, including the ability to present ideas effectively to individuals and groups. * Demonstrated experience in project management to achieve deadlines and desired outcomes. * Strong conceptual and analytical skills including the ability to critically review information and present it clearly. |

Conditions of Employment

|  |  |
| --- | --- |
| **Basis of Employment** |  |
| **Conditions** | * Individual workplace agreement, including salary package and 4 weeks annual leave. * Use of employee’s private vehicle may be required from time to time depending upon availability of Carinya Society vehicles. * Salary Packaging in accordance with the Carinya Society Salary Packaging Policy will be available to permanent staff. |
| **Probationary Period** | * Permanent appointment is subject to a 6 month probationary period in which time the incumbent must demonstrate satisfactory performance of duties required. |
| **Pre-Employment Checks** | * In order to demonstrate absence of relevant criminal conviction, a police records check may be undertaken. * A Pre Existing Injury Declaration is required |
| **Position Description** | * This position description may be amended from time to time to enhance organisational effectiveness. |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Employee’s Signature:** |  |  |  | **Date:** |  |
| **Print Name:** |  |  |  |  |  |
|  |  |  |  |  |  |
| **Line Manager Signature:** |  |  |  | **Date:** |  |
| **Print Name:** |  |  |  |  |  |