

Position Description

Business area	Corporate Services
Position Title	Governance Service Lead
Code	Various
Division	Corporate
Classification	Common Law
Salary range	From \$99,000 based on experience
Reporting to	Chief Financial Officer
Supervision of	Compliance Team

Guided by our Vision, Mission and Values

Vision – Flourishing communities through the active participation and wellbeing of people with complex needs.

Mission –Empowering vulnerable and disadvantaged people to create meaningful changed in their lives through provision of quality services.

Values – Respect, Grassroots, Partnerships, Integrity, Creativity

Diversity statement

Everyone regardless of ability, age, culture, gender, race, sexual identity or intersex status are free to be themselves. Free to celebrate our differences. We are building a workplace where difference is embraced and encouraged.

Position intention

Working closely and collaboratively with all Ruah Teams, and as part of a multi-disciplinary team, this position actively leads, coordinates, and develops best practice systems to support quality, risk and compliance as part of the organisational and cultural governance of Ruah.

The position is responsible for providing comprehensive quality management advice, establishing quality and auditing systems, and establishing quality outcome processes and measures to support service quality. The position also contributes specialised support in areas that add value to the quality of Ruah services.

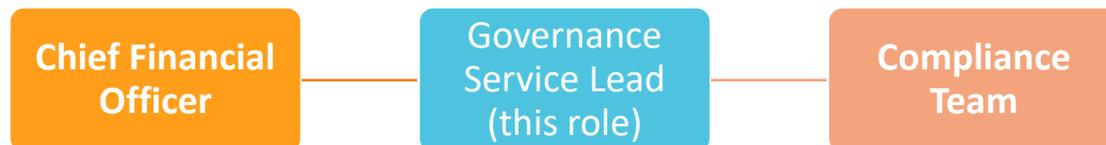
In doing so, the position is responsible for:

- developing and maintaining service delivery standards and outcome processes as legislated for the programs by the various regulatory and funding bodies,
- the introduction and review of outcomes-based policy and practices,



- the application of a range of different methodologies and skills to ensure relevance and effectiveness of these systems and
- ensuring these functions all also implemented across Ruah’s subsidiary organisations.

Organisational structure



Key tasks

Mission and Values	<ul style="list-style-type: none"> • Demonstrate ethical behaviour and decision making. • Relate to all employees, volunteers, clients, and contractors with courtesy and respect. • Take responsibility for own actions/behaviours. • Maintain confidentiality of all information in accordance with the organisation’s policies. • Operate within Ruah Community Services policies and procedures.
Governance and compliance	<ul style="list-style-type: none"> • Develop, maintains, and reviews policies, procedures and risk plans for risk and compliance management, and related activities by applying a range of methodologies and skills to ensure relevance and the effectiveness of these systems. • Support the development, review and implementation of a fit for purpose Governance framework that encompasses quality, risk and compliance to ensure contractual governance and compliance. • Oversee monitor and review the implementation of risk and compliance frameworks, including risk and compliance assessment and action plans. • Report on risk and compliance to senior management, Risk and Quality Committee(s) and as required (including external stakeholders). • Bimonthly reporting to the Finance, Audit and Risk board sub-committee • Oversee and coordinate the IMS systems (incident management system). • Lead the regular review of governance processes including, analysing existing processes, recommending and implementing changes, documenting new processes and procedures to support compliance, continuous improvement and innovative best practice in governance. • Leads, promotes, and facilitates the development of a Quality Systems framework for Ruah, utilising and improving various plans and practices. • Develop in consultation with General Managers and Service Leads the parameters that encompass service quality for Ruah. This includes: Legislative standards, Service outcomes, and Clinical standards.



	<ul style="list-style-type: none">• Leads the establishment of Continuous Improvement plans for Ruah (by drawing from gaps in services identified through audits as well as aligned to future service directions).• In consultation with internal and external stakeholders, review and develop tools and processes to support a sustainable Continuous Improvement system and practice.• Monitors and reviews the progress of Continuous Improvement Plans to ensure their effectiveness.• Establishes internal service auditing and monitoring systems for measuring service quality and for informing service point's compliance with service standards and outcomes.• Regularly review and analyse data to identify trends and deficits, referring areas for review/improvement to General Managers and Service Leads.• Works closely with General Manager and Service Leads and other internal stakeholders to ensure compliance with quality outcomes.• Supports the organisation in effective risk management in accordance with best practice.• Actively engage and provide professional input into Clinical Governance actions and contributes to the ongoing improvement of the Clinical Governance Framework of the organisation
Quality and risk management	<ul style="list-style-type: none">• Lead and facilitate the establishing and support of internal service auditing and monitoring systems that measure service quality and inform service points of compliance with standards and outcomes.• Participate in quality assurance activities and evaluation of Ruah Community Services.• Lead internal audits of business areas and processes including compiling audit results and preparing audit reports.• Manage the IMS Internal Audit Schedule based upon areas of risk or concern, that guide agreed time frames and frequencies for auditing.• Assist with contractual gap analysis and provide advice for remediation.• Collect quality data and statistics required for funding bodies.• Responsible for the management and reporting of RISK.• Assist the General Managers and Service Leads to maintain focus on implementing systems that will facilitate compliance with quality outcomes and regulatory requirements.• Analyse data gathered through various audit means and support service teams to actively establish good quality practices.• Identify a range of resources and networks to support service teams to maintain currency of quality systems and practices.• Input into the development of training to enhance staff compliance with service quality.• Work closely with service managers to ensure their teams' compliance with agreed quality initiatives aligned to the Continuous Improvement Plan.• Work closely with other quality personnel to enhance the progress of quality as a strategic focus for Ruah.



	<ul style="list-style-type: none"> • Support the service managers and leadership team, in providing training advice and consultation on outcome-based service issues. • Responsible for the provision of information, advice and consultancy that ensures the maintaining of AGPAL & NSQHS Standards and any other accreditation standards. • Support General Managers and Service Leads with quality standards and outcome evaluations. • Research, develop, and recommend changes needed to meet the quality standards for accreditation and continuous improvement.
Service management and leadership	<ul style="list-style-type: none"> • Assists and advises General Managers, Service Leads and Executive to maintain focus on implementing systems that will facilitate compliance with quality outcomes and regulatory requirements. • Coordinate/facilitate the analysis of data gathered through various audit means and support the service-teams data gathering actions to actively establish good quality practices. • Develop a systematic approach for updating and reviewing policies. • Lead training and reporting needed for policy embedding and implementation. • Manages the Governance/Quality/Risk work stream including managing the human, financial and material resources allocated. • Identify and support others to identify opportunities for expanding and enhancing quality processes in service delivery to clients.
Communication and engagement	<ul style="list-style-type: none"> • Actively engage, communicate, and translate governance, quality, and risk information within the multidisciplinary environment and with the Executive and key leaders. • Establish and maintain strong strategic and operational alliances and working relationships with internal and external stakeholders. • Deliver timely reports on achievement, outcomes, KPIs and risks. • Ensure effective communication and information sharing to and from Chief Executive Officer relating to areas of responsibility, to all levels of staff in Ruah. • Develop respectful and responsive relationships with external agencies, government and other groups. • Ensure the reporting of stakeholder interests are delivered internally in a timely and effective manner. • Identify opportunities for working partnerships. • Contribute to the positive public profile of Ruah. • Represent Ruah on external committees and steering groups (as may be required). • Contributes to the assessment of existing stakeholder engagement strategies.
Management and reporting	<ul style="list-style-type: none"> • Support and monitor the progression of the Ruah Model of Care and Operating Model that aligns activities and tasks with Ruah's Strategic Plan priorities and team plans. • Ensure program and teams plans are reviewed regularly. • Ensure regular team planning and development processes to support implementation of Ruah's strategic frameworks at a program level.



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| | <ul style="list-style-type: none">• Leads the development of the Continuous Improvement Plans to ensure the services' CI Plans are current and reflective of service standards and outcomes.• Leads and facilitates the development of initiatives that ensure compliance with Quality Standards and outcome (internal & external) across all services.• Supports the creation of internal audits audit tools.• Coordinates and conducts as required internal audits to:• Assist programs to comply with relevant Acts, Regulations and Standards.• Identify gaps or areas requiring improvement with regard to compliance with the relevant Standards.• Monitor program preparation leading up to accreditation across all service areas.• Engage other stakeholders within the organisation to provide support and advice in the preparation of Accreditation and other submissions.• Provide reports and statistical information to internal stakeholders, escalating any areas of concern/non-compliance to the Leadership Team. |
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Selection criteria

Essential

- A commitment to work within and contribute to the vision, mission, core values and manifesto of Ruah.
- Ability to inspire, influence and lead others in achieving service quality standards and outcomes.
- Tertiary qualifications in a related area and/or extensive knowledge and experience in establishing governance, compliance, quality systems and Continuous Quality Improvement.
- A commitment to and understanding of outcomes-based service delivery and associated outcomes-based frameworks.
- Outstanding interpersonal, written, and verbal communications skills, with the ability to negotiate, engage and motivate.
- Excellent conceptual and analytical skills, with a capacity to think strategically and operationally.
- Demonstrable experience in accreditation assessment and/or quality evaluation.
- Sound understanding and experience in systems review and development.
- Experience in interpreting and applying Standards, measuring, and auditing.
- Good problem solving and analytical skills.
- Proven ability to work autonomously.
- Demonstrated proficiency in a wide range of IT applications.
- Advanced skills in coaching for individual and team performance.



Program/Division Specific

- Skills and/or knowledge individualised person-centred approaches.

Required Compliance Documents

- Current drivers' license
- National Police Certificate

Job Description approved

Executive Manager name

27/4/21

Date