

POSITION DESCRIPTION



Position Title:	Senior Project Officer – Service Implementation and Support
Location:	Quantum site locations – Flexible work from home arrangements
Reports To:	Manager - Safeguarding and Service Implementation
Hours of Duty:	As per the Employment Agreement
Salary Classification:	SCHADS Award Level 7
PD number:	CPQ158

About Quantum

Quantum Support Services has been operating in the Gippsland region since 1987. During this time, the organisation has built a strong reputation in achieving outcomes for the local community. We are a not-for-profit support service, which means that all funds are used to support the community. We offer services to clients at our five sites (Bairnsdale, Sale, Morwell, Warragul and the East Bairnsdale Community Hub) and outreach to clients living across Gippsland. The range of services we provide include:

- Homelessness including youth crisis accommodation
- Tenancy advocacy and support
- Connecting people with the community such as assisting people experiencing vulnerability with health services and other support providers
- Family violence support for women and children
- Youth programs
- Out of Home Care including Foster Care

Quantum believes the celebration of diversity makes us and the community stronger. We are committed to embracing everyone's individual differences so that we can help create a strong workplace and community that is empowered to reach its potential. We celebrate diversity of gender, sexuality and spiritual or religious belief along with all cultural backgrounds including Aboriginal and Torres Strait Islander people. Quantum recognises that we all have diverse life experiences that may be influenced by age, ability, social and financial status. Quantum supports everyone's right to feel respected, safe, welcome and valued.

In undertaking this role with Quantum, you are expected fulfil the obligations set out in this document and any other reasonable direction given to you by your Line Manager. Most importantly, the way in which you undertake your work and your behaviour towards you colleagues, clients and the wider community must align to the values set out below.

Vision:	Our Vision is to enrich the wellbeing of Gippslanders
Values:	Respect, Integrity, Empowerment
Our Core Values:	<ul style="list-style-type: none"> • we are inclusive • we are accountable • we strive for sustainable outcomes • we are proactive • we show care • we are agile and adaptive
Our Goals	<ul style="list-style-type: none"> • Provide the right services and programs in the right places. • Increase access to early intervention and prevention services. • Attract, engage and invest in our people. • Build the profile of Quantum. • Achieve a sustainable business model

Primary Position Objective

From time-to-time critical service delivery improvement projects are identified that require dedicated leadership and support. This position's purpose is to apply project management principles to move a project from conception completion within an identified area of service delivery. The position sits within the Quality and Risk Team.

- Lead quality improvement projects within an identified service delivery area. Scope, plan, implement, monitor, evaluate, and move projects to business as usual.
- Use and develop evidence-based approaches in developing and enhancing program service delivery.
- In the implementation of projects, ensure they meet client safeguarding and organisational compliance requirements.
- Conduct quality audits of case practice, support the Safeguarding and Service Implementation Manager to undertake investigations, case reviews, and root cause analyses into client related incidents; to contribute to program improvements and quality driven client outcomes.
- Work collaboratively with all areas of Client Services in the implementation of recommendations that come from internal investigation, external investigations, audits, and those listed in continuous improvement plans to strengthen case management practices, effective service delivery, and support to practitioners and Quantum leadership.

Duties and Responsibilities

Project Management and Development	<ul style="list-style-type: none"> • Using project management models and frameworks implement quality improvement projects within identified areas. • Employ strong change management practices. • Develop and/or adopt models and frameworks for service delivery ensuring thorough due diligence processes
Child/Client Safeguarding	<ul style="list-style-type: none"> • In the development and implementation of projects ensure client safeguarding and organisational compliance is paramount. • Report any identified areas of Quantum where the standards of client safety and organisational compliance are not being met and work with senior leadership within Quantum in the development of systems, processes, policies and initiatives to meet the standards. • Promote best practice principles in child safeguarding.
Quality Improvement	<ul style="list-style-type: none"> • Collaboratively lead the identification of issues/areas requiring quality improvement at an individual, team and program level. • Collaboratively plan, co-design, identify barriers, implement and evaluate solutions for Quality Improvement across all areas of Quantum. • Evaluate programs and assess client outcomes, pursuing quality improvement opportunities to continuously improve program outcomes.
Leadership	<ul style="list-style-type: none"> • Coach, guide, and share knowledge with colleagues to encourage learning and reflection. • Drives relationships and effective working within Quantum to create a shared purpose, improve standards, and challenge the status quo • Leads in an open, informed, proactive and assertive manner • Integrates knowledge and internal insight with leading practice and research to address problems.
Agency Participation	<ul style="list-style-type: none"> • Participate in regular supervision, review and individual planning, including the identification of training needs, provided by the Line Manager. • Participate and operate effectively within a team environment and attend and contribute to team meetings and Agency staff meetings. • Commitment to continuous improvement including involvement in the ongoing evaluation and monitoring of both the program's and the agency's service delivery and contribute to future planning.

	<ul style="list-style-type: none"> • Contribute to Quantum's policy processes in response to local, State and Commonwealth Government policy changes and reviews. • Maintain requirements for the release of information between services and keep accurate records as required by the Information Privacy Act and other acts relating to information sharing. Maintain requirements in line with Legislation relating to information sharing for the FVISS & CISS as related to the MARAM framework.
Administration	<ul style="list-style-type: none"> • Complete reports as required, including annual reporting regarding CIMS and Reportable Conduct Scheme. • Writes professionally and convincingly – prepares complex briefs, letters, emails and reports using clear, concise and grammatically correct language. Edits written communications to ensure they contain the information necessary to achieve their purpose and meet audience needs. Ensures appropriate style and formats are used. • Maintain a high level of professional communication. • Maintaining accurate records. • Participate in, and if required lead, meetings held with DFFH service advisors regarding CIMS. • Complete, in an accurate and timely manner, all necessary administrative tasks, including correlation of relevant forms, assessments and evaluations of participants
General	<ul style="list-style-type: none"> • Perform other duties relevant to Quantum Support Services' daily operations as directed by the Supervisor and Quantum Support Services Line Management. • Work with minimal direction and supervision; demonstrate proficiency in literacy, computer skills and time management; and present emotional intelligence, good communication and interpersonal skills. • Undertake reflective practice to critically reflect on what you are doing in the role and use this reflection to influence your practice • Effectively use business technology, systems, procedures, and financial and political nous, to achieve the best possible outcomes • Understand and apply culturally informed practice that is focussed on the client in the context of their family, in a way that considers situations, activities, decisions, and outcomes from the perspective of each stakeholder's cultural background.
Health and Safety	<ul style="list-style-type: none"> • Promote a safe workplace for colleagues and clients in accordance with OH&S legislation and Equal Opportunity Practices in accordance with Quantum policies and procedures. • Give consideration to and recommend reasonable wellbeing initiatives that could benefit Quantum Staff.

Key Selection Criteria	
	<p><u>Knowledge, skills and experience</u></p> <ol style="list-style-type: none"> 1. Knowledge of project and change management principles and experience in the delivery of projects in the social services sector. 2. Demonstrated experience in leadership including an understanding of change management principles 3. An understanding of client safeguarding 4. Demonstrated high level report writing and communication skills 5. Ability and experience in identifying, planning, implementing, and evaluating quality improvements. Moving projects into business-as-usual establishing systems of knowledge management. 6. Contemporary knowledge of client service delivery (relevant to the service delivery area the project officer will be engaged in) 7. A broad but detailed understanding of the social services sector and current reforms 8. Able to identify factors that place clients at risk of abuse or neglect and articulate this to a range of stakeholders including parents/guardians, clients, and other professionals 9. Understands the numerous legislative and statutory frameworks which govern and guide Quantum's service delivery

	<p><u>Personal Qualities</u></p> <ol style="list-style-type: none"> 1. Adaptable – flexible to change, and accepts and integrates new information as a matter of course. 2. Decisive – makes rational and sound decisions based on consideration of the facts and alternatives. 3. Emotionally regulated – regulates emotions in the face of distressing and alarming news, to ensure the best outcomes are achieved for clients. 4. Resilient – responds thoughtfully and reflectively to distressing information, appropriately seeks guidance and support, and communicates effectively with others to undertake client centred work in the face of challenging situations. 5. Open and curious - adopts an open and curious approach.
Mandatory Qualifications	
	<ul style="list-style-type: none"> • A recognised Social Work degree or a similar welfare or behavioural related degree which includes; <ul style="list-style-type: none"> ○ A primary focus on child development, human behaviour, family dynamics and/or impacts of trauma ○ A practical component such as counselling or case work practice ○ Significant relevant experience • Completed application must include a detailed Cover Letter (aligning your response to the Key Selection Criteria) and a current resume that contains or has attached, the name, address and telephone numbers of three referees.
Desired	<ul style="list-style-type: none"> • Post graduate qualifications in project management, leadership and/or advanced practice

Conditions of Employment	
Required	<ul style="list-style-type: none"> • Provision of valid Working with Children Check (full not voluntary) • Provision of satisfactory Current National Police Records Check prior to commencing employment and every 3 years thereafter. • Compliance with Quantum’s Child Safe Standards • Entitlement to work within Australia • 6 months probationary period • The successful applicant must hold a valid Victorian Driver's Licence that is not at risk of cancellation. • The successful applicant must confirm their acceptance of the Offer of Employment from Quantum Support Services Inc. via the People Learning & Culture Portal. • The successful applicant is required to comply with the policies of Quantum Support Services Inc. • This position is subject to an annual Review.

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Document Tracking	Version	Issue date	Review Date
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