

POSITION DESCRIPTION

MANAGER, QUALITY AND PROJECTS

OVERVIEW

Program:	People & Strategy
Reports to:	General Manager, People & Strategy
Supervise:	Quality and Privacy Officer Project Officer Project Officer, Research & Evaluation
Date of Last Review:	January 2021
Classification:	Social and Community Services Employee Level 7 Sacred Heart Mission Enterprise Agreement 2018, or subsequent Agreements
Victorian Portable Long Service Benefits Scheme:	This role has been deemed eligible to participate in Scheme.

ORGANISATION CONTEXT

Sacred Heart Mission (SHM) works with people whose capacity to participate fully in community life is affected by deep, persistent disadvantage and social exclusion. Since opening our doors in 1982, the Mission has been providing a range of innovative, relationship-based service responses which enable people to overcome disadvantage and realise their full potential. As a trauma informed organisation, our shared recognition of the impact of trauma informs and guides all of our interactions with the people who access our services.

SHM is an Equal Opportunity Employer and an Environmental Sustainability driven organisation. We provide equal employment opportunities to all employees without regard to race, colour, religion, gender, national origin, age or disability. We ensure staff and volunteers operate from fit for purpose facilities that adopt green building design and practices.

SHM has a number of staff committees across the organisation committed to championing best practice in these areas. Our EEO groups lead by example to break down the barriers to inclusion and to foster a diverse workplace where people are free from discrimination and disadvantage and are treated with respect and dignity. Our Green team has set targets for developing SHM's environmental profile as a sustainable organisation and as a leader in the sector.

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VISION

Our vision is of an inclusive, fair and compassionate community, which enables people to overcome disadvantage and realise their full potential.

MISSION

Our mission is to build people's capacity to participate more fully in community life, by addressing the underlying causes of deep, persistent disadvantage and social exclusion.

We do this by:

- Ensuring access to the necessities of food, clothing, housing, health care and specialised services.
- Listening, understanding and responding to people in a holistic, caring, and respectful way, so they can take control of their lives.
- Delivering accessible, responsive, evidence informed and innovative services.
- Welcoming people in the spirit of social justice, co-operation and partnership to create better communities.
- Engaging sector partners, researchers, philanthropy, business, government and the broader community, to contribute their time, expertise and resources.

PROGRAM INFORMATION

The People & Strategy (P&S) Division is responsible for supporting the delivery of SHM's Strategic Plan, implementing effective systems for managing quality and compliance, and leading people management strategies to develop a highly skilled and engaged workforce. The P&S Division is comprised of a Quality and Projects team, People and Culture (P&C) team and Workforce Development team.

The Quality and Projects team has responsibility for the implementation of the organisation's key strategic projects, quality, risk and compliance, and, research. The P&C team is responsible for the delivery of a range of HR services, advice and assistance on people management solutions and strategies. The Workforce Development team is responsible for the delivery of training and practice development initiatives to ensure that our workforce, paid and volunteer, is appropriately trained, supported and engaged to deliver SHM's Mission and strategic objectives.

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PURPOSE OF THE POSITION

The purpose of this position is to

- Implement and maintain systems that manage quality, risk and compliance requirements across the organisation.
- Manage key organisational projects in line with SHM's strategic direction.
- Drive the ongoing development of SHM's Service Model Evaluation Framework and Research Agenda.
- Work collaboratively with People and Strategy Managers to deliver strategies that improve the development and wellbeing of SHM's workforce.

KEY RESPONSIBILITIES

Accountability	Major Activities
Quality, Risk and Compliance	<ul style="list-style-type: none">▪ Lead the development of a comprehensive and integrated system across the organisation to ensure that SHM meets governance, risk and compliance requirements at all times.▪ Implement strategies to drive a culture of continuous quality improvement, innovation and best practice across the organisation.▪ Coordinate preparation and planning for Accreditation reviews.▪ Oversee the coordination of the organisation's Risk Management Framework and annual reviews.▪ Ensure the range of reporting requirements across quality, risk management and compliance are fully met including Executive and Board level reports.▪ Ensure SHM Policies and Procedures are updated with any regulatory changes and/or are reviewed regularly.
Project Management	<ul style="list-style-type: none">▪ Manage key strategic projects for SHM as determined by the Executive group.
Research and Evaluation	<ul style="list-style-type: none">• Oversee research activities that align to SHM's Research Agenda and strengthen the SHM Service Model.• Drive the ongoing development and implementation of SHM's Service Model Evaluation Framework.• Support the implementation and continuous improvement of SHM's Outcomes Measurement System - TICSPOT.

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OH&S	Exercise a duty of care to work safely, taking reasonable care to protect your own health and safety and that of your fellow workers, volunteers and clients including following safe working procedures and instructions.
RISK	All SHM staff are responsible for considering, identifying and addressing risk (the effect of uncertainty on objectives) whether positive (opportunities) and/or negative (threats).
CQI (Continuous Quality Improvement)	All SHM staff are responsible for identifying areas of the strategic plan that 'add value', and for implementing and monitoring CQI initiatives. Staff are open to new ways of doing things, respond to challenges with innovative ideas and solutions and promote a continuous quality improvement culture.
TIC (Trauma Informed Care)	All SHM staff are responsible for engaging in learning and development to integrate their understanding of and responsiveness to the impact of trauma within their work including active participation in the supervision and performance development process.

MANDATORY REQUIREMENTS

- A current Criminal Records Check

QUALIFICATIONS

Essential

- Relevant degree qualification in Health or Social Sciences
- Prior experience in Quality Improvement and/or Risk Management

Desirable

- Evidence of further training in project management or business administration would be highly desirable

KEY SELECTION CRITERIA

- At least 5 years prior experience of working within the community services sector in a leadership role.
- Demonstrated project management experience with capability in managing multiple projects within specified timelines and to a high standard.
- Demonstrated experience of developing and implementing systems and processes to create organisational improvements within a community-based organisation.
- Demonstrated leadership skills including the capacity to develop effective working relationships and influence stakeholders at all levels in the organisation.

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- High level problem solving, and analytical skills including the ability to obtain and interpret complex information and data.
- Strong alignment with the values of Sacred Heart Mission.

APPROVED BY MANAGER

ACCEPTED BY STAFF MEMBER

DATE

POSITION DESCRIPTION SHOULD BE REVIEWED ANNUALLY OR WHEN POSITION CHANGES

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