

Quality and Safeguarding Specialist



The purpose of this position

The **purpose** of the position is to deliver effective quality and safeguarding supports, partnering across operational directorates, providing specialist advice and support the implementation of relevant legislation and quality standards, continuous quality improvement measures, and the Benevolent Client Safeguarding Framework.

About the position

- This position is within Child, Youth & Families directorate.
- It's part of the Quality & Safeguarding team.
- This position **reports to** the Manager, Quality & Safeguarding.
- This position allows for flexibility.
- The position leads a team.
- The position is designated Band 7 under the ***Schedule of Authorities and Delegations***.
- The position is a: Budget holder Has designated revenue or billing targets.
- This position maybe advertised externally as Quality & Safeguarding Specialist.

Key areas of responsibility

- Maintain detailed understanding of all relevant quality and safeguarding standards and develop, review and update policy, procedure and frameworks for quality and safeguarding compliance management and continuous improvements in Operations programs and services.
- Support the implementation, maintenance and continuous improvement of a comprehensive Client Safeguarding Framework that meets quality and compliance standards and is aligned with sector practices and services provided.
- Support implementation of Quality & Safeguarding governance mechanisms across Operations and facilitate sharing of safeguarding and quality data trends from incidents, complaints and feedback and provide insights and analysis for the identification of developmental, preventative and corrective safeguard actions.
- Support the implementation and maintenance of a program of thematic universal self-assessments and lessons-learned sessions incorporating compliance, safeguarding and risks within Operations.
- Support development and implementation of Continuous Quality Improvement (CQI) Plans quality and safeguarding actions as well as any actions identified relating to internal controls and corrective actions from risk management, compliance updates and accreditations or audits within Operations.
- Support logistics and administration of external accreditation audits and reviews within CYF and A&C Directorates.
- Support incident management by reviewing relevant client, staff and facility incidents and feedback relating to programs and make recommendations to ratings of severity and exposure and support provision of regular insights and analysis to programs and leadership teams.
- Undertake initial reviews of individual incidents and complaints for quality, compliance and practice gaps in collaboration with Risk & Compliance and provide advice to operations and corporate leadership for continuous improvement purposes.

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- Monitor the regulatory and practice environment for emerging compliance requirements within CYF or A&C Directorate.
- Develop and maintain key collaborative relationships with Managers and Team Leaders across Operations.
- Provide support and input into day-to-day quality assurance queries and activities.
- Work in accordance with the Practice and Clinical Governance Framework to ensure the services and support we provide to our clients and each other are person centred, connected, effective and safe.
- Respect and promote human rights and diversity and commitment to building an inclusive culture. Welcome diversity in all its forms. Value relationships with our local Aboriginal community and welcome applications from its members.

Key outcomes

When things are going well, we would expect to see these outcomes:

- Services delivered to clients by Operations are safe and effective and in line with standards, legislation, organisational and funding compliance objectives.
- Incidents, complaints and corrective actions are identified, accurately rated, monitored, reviewed and closed off in a timely manner.
- Managers and Team Leaders proactively collaborate and partner on Quality and Safeguarding issues and processes.
- Client safeguarding is embedded, and employees understand and are committed to safeguarding our clients.
- A close collaborative working relationship exists between Quality and Safeguarding, Risk Audit and Compliance, Practice and Impact Data and Evaluation teams.
- Continuous Quality Improvement plans and processes are embedded in Programs.
- Policies, procedures and frameworks are regularly reviewed and updated to ensure compliance with relevant standards and legislation.

Key Capabilities

Essential criteria

- Degree qualified in area relating to service delivery and in a relevant field (e.g. social work, human services, psychology, allied health, nursing or significant equivalent knowledge, skills and experience).
- Proven experience in a Quality and/or Safeguarding role with a background in Child, Youth and Family or Ageing and Carer services and comprehensive understanding of program and practice challenges in service delivery.
- Excellent writing, presentation and communication skills and experience in providing expert advice and quality improvement support.
- Experience in writing and reviewing operational policies and procedures in collaboration with others.
- Experience in monitoring, reviewing, and evaluating quality systems, processes, and improvement initiatives in response to data analysis and/or impact measurement.
- Strong understanding of the Client Safeguarding Framework with contemporary knowledge of safeguarding, particularly of vulnerable clients.

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- Experience in audit processes, with exposure to standards development/assessment and accreditation in child, youth and family, aged care, or disability sector. Qualifications/accreditations in this area is desirable.
- Ability to translate contemporary safeguarding, quality and regulatory compliance requirements to ensure frontline staff and Managers understand and can implement into their programs and reduce risk exposures.
- Demonstrated ability to drive change through influence, with the ability to build strong working relationships based on trust and collaboration across all levels of the organisation.
- Have experience working across inter/multi - professional teams, and in cross-portfolio teams and groups.
- Ability to work with systems and processes that are in development and contribute to building an effective service and team.

People who know this position say that

People who know this position say the things that might make your day are:

- Supporting others to eliminate or reduce the frequency and impact of complaints, critical incidents, client safeguarding incidents.
- Supporting teams to mature their quality and safeguarding knowledge and skills through data and insights.
- Supporting programs to develop efficient and effective quality and safeguarding processes.

People who know this position say some key challenges you might experience are:

- Responding to diverse/competing expectations regarding quality and safeguarding issues from leaders and other stakeholders.
- Balancing competing deadlines and priorities within required timeframes.

Work and flexibility

While The Benevolent Society has great tools to connect us remotely, sometimes we will need to connect in person. This means we need to travel on occasion.

This position may require:

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|---------------------------------------------------------------------------------------------------|-------------------------------------------------|
| <input checked="" type="checkbox"/> Overnight travel/stays. | <input type="checkbox"/> Weekend work. |
| <input checked="" type="checkbox"/> Travel between office locations/regions. | <input type="checkbox"/> Evening work. |
| <input type="checkbox"/> Travel to clients (varied locations). | <input type="checkbox"/> Special event support. |
| <input checked="" type="checkbox"/> Use of own registered, insured (comprehensive) motor vehicle. | |
| <input checked="" type="checkbox"/> Use of TBS pool cars. | |

Key relationships

We work collaboratively with others. This position works closely with:

Within The Benevolent Society:

- Risk, Audit and Compliance team
- Operational Managers and Team Leaders
- Practice Team
- Impact, Data and Evaluation Team

Outside The Benevolent Society:

- Quality and Safeguarding Networks
- Other service providers and agencies

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- Project and Implementation Leads