

POSITION DESCRIPTION

Position Title:	Quality Lead		
Program/Team:	Quality, Research and Innovation Team		
Employment Type & Hours:	Full time 76 hours per fortnight		
Award Conditions:	Social, Community, Home Care & Disabilities Services [SCHADS] Award 2010	Remuneration:	SACS Level 6
Working From:	McLachlan Street Fortitude Valley and/or other BYS offices		
Reporting Relationships:	Reports to the Quality Research & Innovation Senior Manager One [1] direct report		
Direct Reports	Quality Officer		
Qualifying Period:	6 months		
Primary purpose of position:	The Quality Lead works collaboratively with the Executive Management Team [EMT], the Quality, Research & Innovation [QRI] Senior Manager, the Practice Lead, and BYS managers and staff to drive high quality service provision and the most effective use of BYS quality management processes, practices, and systems. The role also leads the development and implementation of broader quality improvement projects across the organisation so that BYS can continually deliver positive outcomes for young people and their families. The position plays a key role in policy and procedure development service delivery risk and audit management, and management of the BYS QMS platform (LogiQC).		
In addition to submitting a resume or CV applicants must address the selection criteria [below] in their cover letter to be considered for shortlisting			
SELECTION CRITERIA:	<ol style="list-style-type: none"> 1. Understanding of and commitment to BYS vision, objectives, and practice framework. 2. Thorough knowledge of, and experience in the delivery of services within the community sector e.g., housing, youth services, health, disability and /or AOD. 3. Demonstrated knowledge of and experience managing quality frameworks to meet audit and compliance requirements (e.g. Centrelink Confirmation eServices audit, Human Services Quality Framework, National Regulatory System for Community Housing, and the Child Safe Organisation frameworks) and experience establishing and maintaining associated quality improvement systems. 4. Prior experience managing the implementation of online Quality Management System [QMS] platforms (highly desirable). 5. Demonstrated ability to use evidence and organisational data to enhance organisational systems and processes through a cycle of continuous improvement. 6. Highly developed interpersonal and communication skills with the demonstrated ability to improve the quality of service delivery in a way that develops, inspires, and motivates staff and managers. 7. Strong organisational and planning skills and the demonstrated ability to work independently and prioritise and manage competing demands. 		

Education, Qualifications, Requirements (Mandatory):	<ul style="list-style-type: none"> • A tertiary qualification in Human Services, Social Work, Psychology, or a comparable qualification OR substantial demonstrated work experience; • Current Queensland driver’s license; • Working with Children Suitability Card (Blue Card) / willingness to obtain a Blue Card prior to commencement; • National Police Check clearance • Evidence of vaccination, immunity, or medical exemption for the following preventable diseases prior to commencement: Measles, Mumps, Rubella and Varicella (Chicken Pox); Pertussis (Whooping Cough); Hepatitis B (health team workers only) and COVID-19; • Three relevant referees, including current or most recent manager.
Skills & Experience:	<ul style="list-style-type: none"> • Previous management or leadership experience in the not-for-profit sector • 3+ years’ experience in a direct support role within the community sector • An additional 3+ years’ experience in a similar quality focussed role developing, coordinating and/or managing continuous quality improvement frameworks, policies, and processes.
Personal Attributes:	<ul style="list-style-type: none"> • An ability to lead, motivate, and contribute in a positive way to the health of an organisation; • Ability to work independently exercising a high degree of initiative, judgement and decision making; • Strong analytical skills with an eye for detail; • An ability to lead, direct, motivate and contribute in a positive way to the health of an organisation • Personal drive and integrity and ability to stay calm under pressure • Consultative and collaborative working attitude • Flexible, initiative, collaborative, inclusive, respectful, ethical, accountable • Commitment to a learning culture and ongoing professional development
Role and responsibilities	
Leadership:	<ul style="list-style-type: none"> • Lead and manage BYS involvement in external accreditation processes; • Lead the BYS Continuous Quality Improvement group; • Lead the implementation and management of LogiQC QMS at BYS • Support managers with internal audit processes to ensure compliance standards are met and high-quality services are being delivered to young people; • Work with the EMT to co-ordinate responses to, and review of, critical incidents; • Provide training and resources to BYS all staff related to BYS quality systems and practices; • Provide support and guidance to Quality Officer • Manage, identify, mitigate and monitor operational risks in service delivery and actively use risk management systems to ensure the safety of staff, young people and the community • Use project management tools [Asana] to update projects and prepare reports as required • Demonstrate leadership qualities such as ability to mentor, support and guide; provide debriefing [including incident debriefing] to colleagues, as required, and model the BYS core values of Respect, Optimism, Accountability and Resilience.
Quality Practice and Knowledge:	<ul style="list-style-type: none"> • Manage organisational processes relating to the regular review, creation and approval of policies and procedures including keeping pace with legislative changes, incorporating legal advice and ensure alignment with relevant standards, contracts, and client expectations. • Work closely with the QRI Senior Manager and the Practice Lead to undertake service or program quality reviews, and work closely with program/service

	<p>managers to action any identified process or practice improvements to drive continuous quality improvement.</p> <ul style="list-style-type: none"> • Monitor incident reporting and work with managers to ensure timely and accurate reporting and review of incidents, including identifying opportunities for improvement. • Contribute to the regular review of the Priority Client list and collaborate with relevant managers/ senior managers to mitigate and monitor risks and ensure the safety of staff, young people and the community. • Develop, maintain and action internal and external audit plans • Work closely with the Practice Lead to develop relevant resources to enhance staff and program managers' abilities to proactively address arising issues and/or potential complaints • Contribute to the development of the new Reconciliation Action Plan, manage and deliver the RAP Actions assigned to this role, help organise and/or participate in RAP events e.g. RAW and NAIDOC week • Collect and maintain accurate client data, to contribute to monitoring, evaluation, and reporting on program performance • Participate in both quantitative and qualitative data collection to support BYS continual quality improvement • Represent the organisation in relevant networks and forums • Undertake other tasks as required.
People, Culture, Safety:	<ul style="list-style-type: none"> • Model and drive a culture of respect, optimism, accountability and resilience in line with organisational values • Provide effective supervision to all direct reports and maintain supervision records in line with BYS policies; • Where agreed with the line manager, supervise students, project staff and volunteers. • Create a trusting, cohesive environment where people can express opinions and those opinions are heard • Participate in regular supervision to monitor service delivery and evaluation and collaborate on high-risk planned support and self-care initiatives; • Participate as a collaborative and supportive team member, contributing to the overall effectiveness of the team and outcomes for young people; • Model ethical behaviours in line with the BYS Code of Conduct and consistently apply ethical standards to self and others; • Participate in quality practice reviews, all-staff days, organisational planning and identify and participate in training and professional development opportunities; • Protect and promote the rights of children and young people, including making decisions compatible with the Human Rights Act 2019; and responding to and reporting suspicions and disclosures of abuse or harm; • Ensure a healthy and safe workplace for all by adhering to BYS Work Health, Safety and Wellbeing Policy, Procedures and Practices; • Actively participate to deliver the BYS Reconciliation Action Plan [RAP] initiatives and measurable actions that support First Nations equality across our organisation and services.
Administration:	<ul style="list-style-type: none"> • Manage all administrative functions relating to the role and ensure accurate and timely records are created and maintained in accordance with relevant legislation and BYS policies • Ensure the timely, consistent and accurate completion of client data records, including planned support and reviews, intake and outcomes assessment data, to contribute to monitoring, evaluation and reporting on program performance and outcomes

	<ul style="list-style-type: none"> • Submit timesheets and leave requests accurately and on time on a fortnightly basis, in accordance with relevant legislation and organisational policy and procedure • Collect and maintain accurate client data, to contribute to monitoring, evaluation and reporting on program performance • Participate in both quantitative and qualitative data collection to support BYs continual quality improvement • Undertake any other duties or tasks as required
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The changing demands of BYs’s organisation requires it to have reasonable flexibility in stipulating the duties that you will undertake from time to time. You will be required to perform any other duties for which you have the appropriate skill and/or training which are assigned to you by BYs, and these responsibilities do not limit what may be reasonably be requested of an employee during the course of their employment.

As the successful applicant, you are required to sign and date this Position Description to demonstrate your commitment to fulfil this role in accordance with the key result areas outlined above.

Employee Name:		Signature:		Date:	
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