

Position Description

OVERVIEW

Title	Quality Assurance Manager
Department	Business Services
Reports To	CEO
Location	Doncaster East
Award and Classification	Social, Community, Home Care & Disability Services Industry Award 2010 Level 6, Pay Point 3
Date Prepared	May 2022

PURPOSE

To build and develop the organisation's quality and practice strategy in line with the assurance, risk, audit and compliance frameworks. The role will be responsible in leading a culture of continuous quality improvement, safeguards, and service value.

Key Internal Stakeholders	Onemda Risk & Compliance committee, CEO, Management teams and Staff
Key External Stakeholders	Accreditation bodies, relevant government, sector and peak bodies, participants and their families and carers

QUALIFICATIONS AND REGISTRATIONS

- Tertiary qualifications relevant to quality assurance and risk
- The right qualifications: a tertiary qualification in Quality, Risk and Compliance or related business field.
- An MBA or post graduate qualification in specialist areas such as quality and clinical assurance, broad organisational wide quality management systems, safety and leadership would be well regarded.
- Some relevant experience: At least three (3) years of progressive leadership experience in Quality Assurance
- Minimum of 3 years management experience
- Current Drivers Licence

KNOWLEDGE AND EXPERIENCE

- Strong experience in setting and leading quality and practice improvement frameworks
- Knowledge and understanding of the essential principles of the Disability Services Act 2006, NDIS, the principles and function of the NDIS Quality and Safeguards Commission and associated accredited standards and, knowledge of other significant legislation and current accreditation standards.
- Experience in ensuring organisational compliance and monitoring practices are in place.
- Understanding and experience in quality safeguards for people with a disability and a sound knowledge of the Victorian Charter of Human Rights.
- Proven record of risk management principles and practices including insurances

CORE SKILLS

Specialist Skills and Knowledge

- Ability to work with and for people with a disability
- Demonstrated sound written and verbal communication skills and computer literacy.
- Ability to interpret key accreditation and standards obligations and to ensure organisational compliance against such standards and legislative compliance
- Demonstrated ability to work with a minimum of supervision
- Demonstrated ability in managing time, setting priorities and organising work

Interpersonal Skills

- High level of interpersonal and communication skills (both written and verbal), including an ability to represent and negotiate on behalf of the organisation
- An ability to work in a team environment
- Demonstrated ability to communicate effectively with participants, staff and relevant people in the community with general knowledge of the disability sector

MUTUAL COMMITMENTS

Equal Opportunity. Onemda is committed to being an equal opportunity employer, aiming to provide every employee with fair access to all workplace opportunities and benefits. In return, employees will treat each other fairly, without discrimination.

Diversity. Onemda welcomes and embraces diversity through providing safe, positive and nurturing environment which celebrates the rich dimensions and contributions of diversity contained within each individual.

Safety Screening. An offer of employment cannot be confirmed until the safety screening requirements have been conducted, assessed and clearance has been given.

The safety screening process incorporates the completion of the following:

- Criminal history check (crimcheck.org.au)
- Reference check (including, but not limited to, disciplinary action disclosure, confirmation of qualifications and training and an understanding of appropriate behaviors)
- Disability Worker Exclusion Scheme (DWES) check

Safeguards: Vulnerable people have the right to be and feel safe. Onemda has zero tolerance for any form of abuse.

KEY PERFORMANCE AREA	ACTIVITIES AND RESPONSIBILITIES
Strategic	<ul style="list-style-type: none"> • In liaison with the CEO, executive and leadership teams, develop, drive and evaluate the organisations quality assurance strategy • Create a quality assurance framework which supports the organisations current and future state needs • In partnership with Onemda's Research & innovation Centre, strive for and embed sector leading clinical quality and practice standards
Clinical Assurance	<ul style="list-style-type: none"> • In partnership with the Services team, take a lead role in the Clinical & Practice Governance Committee which is responsible for the framework through which the organisation is accountable for continuously improving the quality of services and safeguarding high quality of care. The key objective of the Committee is to: <ul style="list-style-type: none"> - Oversee systems and processes that facilitate continuous improvement in clinical care, practice quality and safety - Ensure clinical risks are effectively addressed including risk management, incident management and safeguards - Ensure compliance with best practice standards and legislative requirements in relation to clinical care - Support in building a culture of continuous improvement ensuring participants and their families and carers are in receipt of high quality and valued services - Be responsible for the organisation wide participant safeguards framework. The framework aims to improve the organisations responsiveness to participants incidents, creates a succinct response process and audit trail and provides an avenue to build agency awareness and training - Stakeholder engagement and input into programs and services - Practice competence <p>In addition, the role will:</p> <ul style="list-style-type: none"> • Support to develop, drive, evaluate and monitor the organisations Quality Improvement Plan • Develop a range of customer satisfaction feedback mechanisms aimed at improving customer and service standards
Audit & Compliance	<ul style="list-style-type: none"> • To be responsible for developing and driving the organisation's audit and compliance framework • To remain abreast of sector accreditation standards, operating legislation and ensure statutory compliance • To plan and prepare for agency accreditation. This includes completion of self-audits, development of an audit readiness plan and support with organisational wide education • Be responsible for the ongoing registration requirements. This includes liaison with accreditation bodies and keeping abreast of sector and legislated changes. • To lead and provide over-sight with the external audit program • Lead a culture of continuous improvement through leading the internal audit program • Lead the policy review and development program
Governance Assurance	<ul style="list-style-type: none"> • To provide input and support with the organisation's Governance Assurance Framework • Support the CEO and Board in managing the organisations Corporate Risk Register in line with the risk framework, and compliance with various statutory compliance • Be responsible for developing, evaluating and improving the organisations policies and procedures • Provide input and advice to the Risk and Compliance committee to ensure risk management processes are effectively mitigating key risks

KEY PERFORMANCE AREA	ACTIVITIES AND RESPONSIBILITIES
General Areas of Responsibility	<ul style="list-style-type: none"> • Work collectively with all business streams to ensure standards, quality of service and customer relations are continuously improved • Act as the organisation's formal Complaints Officer and to act as an advisory and support mechanism for families and carers
Culture	<ul style="list-style-type: none"> • Consistently live and demonstrate the Onemda Values: <ul style="list-style-type: none"> - Working for impact – when our participants success, we succeed - Striving for growth – everyone has the right to learn, grow and achieve - Cultivating connection – great things happen when we do it together - People at the heart – we are a people-centric organisation • Ensure Onemda's service provision is in accordance with the principals of social justice and with respect for the dignity and human rights of all persons • Safeguard the positive culture of Onemda and identify and address any risks to the good reputation, caring culture and ethical standing of the organisation • Adhere to the principles of The Victorian Charter of Human Rights 2006
Workplace Health and Safety	<ul style="list-style-type: none"> • Work in a safe manner and adhere to safety instructions as outlined in the organisations Policy and Procedure Manual and Emergency Management Plan • Be responsible for leading the organisation safety and emergency management program • Participate in regular safety checks, including fire drills and contribute to the evaluation and review of such procedures. • Remain competent, physically able and informed in safe manual handling procedures • Use the organisations property, facilities, resources and equipment in a responsible and careful manner.
Other Activities	Other activities and projects as reasonably directed.

(Print Name of Staff Member)

(Staff Member Signature)

____/____/____
Date

(Print Name of Manager)

(Manager Signature)

____/____/____
Date

Office Use Only

Uploaded to EnableHR By: _____

____/____/____