



POSITION PROFILE

PART A: POSITION DESCRIPTION

Position Title:	Manager, Quality and Risk	Location:	Head Office
Group:	Aspect Individual Options	Reports to:	National Director, Aspect Individual Options

Organisation Purpose

Vision	Mission	Values
The best opportunities for people on the autism spectrum	We develop person-centred solutions which are flexible, responsive and evidence-informed with people of all ages on the autism spectrum	We are passionate about people, about being positive and about what's possible

Team Purpose

The Manager, Quality & Risk works as part of the team delivering services to people on the autism spectrum. It is this team's responsibility to ensure delivery of high quality programmes and policy and practice meet legislative obligations, industry standards and current best practice.

Position Purpose

This role is responsible for working across Aspect's business units which include:

- Managing the development and implementation of organisation-wide quality and risk management strategies, frameworks and policies that enhance the organisation's capacity to effectively:

- deliver quality outcomes to customers
- identify, manage and reduce risk
- ensure ongoing accreditation and compliance with relevant standards are maintained.
- Working collaboratively with Aspect management, to promote a culture of quality improvement within all sections of the organisation ensuring the development, implementation and maintenance of quality plans and procedures in response to customer feedback, industry standards, relevant legislation and current best practice.
- Work with managers to ensure services meets both external and internal requirements. This includes customer expectations and regulatory compliance.

Outcomes

Key Result Area	Requirements & Expectations	Success Indicators
Provides Leadership in Quality and Risk Management in the Workplace	<ul style="list-style-type: none"> • Participate in the company planning processes, making recommendations as required to ensure quality and risk projects are noted within these plans, and implemented in line with the timeframes stipulated in these plans. • Work with management to ensure we are implementing the most efficient methods for managing risk without compromising on our ability to produce quality outcomes to customers. • Work with managers to ensure service models are meeting quality standards, engaging learners for life expectations and delivering on customer expectations. • Work collaboratively with the management network to ensure Aspect remains compliant with external regulator quality standards. • From time to time and as directed, research new quality management systems and frameworks, and provide reports on the potential of those frameworks to create greater efficiencies across Aspect. • Manage the transition of all quality & risk processes to work efficiently and within the price constraints of the NDIS. • Manage the Safeguarding the People we Support 	<ol style="list-style-type: none"> 1. Ensure the Aspect Business Plan outcomes associated with Quality and Risk are achieved. 2. Quality and Risk management strategies are efficient, effective and measurable. 3. All committees are provided with real time, accurate advice on the status of quality and risk at Aspect. 4. Aspect passes all quality audits. 5. Controlled documentation is accessible in real-time for all Aspect staff. 6. Accurate reports written and delivered on time.

	<p>committee in partnership with the National Director for Aspect Individual Options and National Director for Aspect Education.</p> <ul style="list-style-type: none"> • Ensure all controlled documentation is accessible to all Aspect personnel. • Assess and document the current state of quality and risk management for organisations that are seeking to integrate with Aspect and write recommendation reports that form part of any due diligence reporting. 	
Quality Improvement	<ul style="list-style-type: none"> • Ensure internal audit tools are up to date and reflect current practice. • Provide support to management projects and quality improvement projects. • From time to time and in collaboration with service managers, research potential ways to improve efficiency within existing and for potential Aspect services, and make these recommendations in consultation with managers through appropriate committees and management meetings. 	<ol style="list-style-type: none"> 1. Ensure an internal audit schedule is in place across Aspect and being implemented per that schedule. 2. Ensure all internal audits reports are completed per company deadlines. 3. Prepare reports for the National Director, Aspect Individual Options as required.
Preparation for Accreditation	<ul style="list-style-type: none"> • Prepare relevant reports for accreditation and quality reviews, and ensure requirements and deadlines are met. • Ensure gap analysis are conducted in advance of scheduled quality audits, with gaps address by relevant management network members. • Provide education, information, advice and assistance to departments regarding preparations for accreditation. • Ensure actions arising from audit recommendations are documented and actions plans implemented as agreed with relevant management network representatives. 	<ol style="list-style-type: none"> 1. Ensure all external audits are prepared and completed per company and regulator deadlines. 2. Actions within action plans and delegated to relevant managers.

Stakeholder Participation	<ul style="list-style-type: none"> • Inform and engage staff in quality and risk management initiatives. • Collaborate with Aspect Practice to ensure all quality and risk related assessments are given due consideration to the voice of the Aspect customer, and that conflicts between that voice and the requirements of regulators are raised with the executive through either the QMR or Corporate Risk Committee processes. • Regularly consult with Aspect Management to determine any changes to regulations and communicate these changes to Aspect committees. • Ensure all staff in Aspect have real time access to up to date controlled documentation. • Ensure all staff are able to easily record and submit information that provide timely advice to the management network on any quality or risk related incidents and feedback that need rectification. • Work collaboratively with the People Team to ensure corporate risk management reports on staff training are monitored and gaps noted through the corporate risk management committee. • Attend external industry consultations to ensure the company is contributing to the shaping of quality and risk policy in the disability and education sector. 	<ol style="list-style-type: none"> 1. Ensure committee meetings are delivered on time and as required per the Aspect calendar. 2. Ensure committee members are provided with accurate, relevant paperwork at least five working days in advance of committee meetings. 3. Ensure committee members receive a regular report on changes to regulatory requirements that could impact service quality or customer outcomes. 4. Provide regular written reports to the National Director on the status of the quality and risk at Aspect.
Risk Management	<ul style="list-style-type: none"> • Monitor the implementation of Aspect's risk management framework across the organisation. • Take lead responsibility for the implementation and adoption of Riskman across the organisation. • Review and maintain the Corporate Risk Management Framework policy. • Develop, monitor and evaluate the organisation's risk management programs, including the associated policies, procedures and work instructions. • Coordinate the Corporate Risk Management Committee 	<ol style="list-style-type: none"> 1. Ensure the committee meetings are delivered on time and as required per the Aspect calendar. 2. Ensure Committee members are provided with accurate, relevant paperwork at least five working days in advance of committee meetings.

	<p>and other associated committees/groups.</p> <ul style="list-style-type: none"> • Promote the acceptance of risk management techniques and provide advice and support. • Develop, implement and evaluate the Business Continuity Plan and associated activities and ensure regular review and evaluation. 	<ol style="list-style-type: none"> 3. Ensure Committee members receive a regular report on changes to regulatory requirements that could impact service quality or customer outcomes. 4. Provide regular written reports to the National Director on the status of the quality and risk framework.
Quality and Risk Team	<ul style="list-style-type: none"> • Ensure the Risk Man Risk and Compliance system is administered competently and ensure management and staff have timely access to data, and have the ability to enter data into the system in a timely manner. • Lead, motivate and develop staff in the Quality and Risk team to achieve their goals. • Provide Quality and Risk team staff with the decision making support for day to day operations • Provide Quality and Risk team staff with feedback on performance • Ensure the quality and risk team work collaboratively with the management network to ensure the organisation remains compliant with our Quality and Risk framework • Ensure the Quality and Risk team and provided with appropriate supervision and training to perform their duties as noted in the position descriptions. 	<ol style="list-style-type: none"> 1. Performance Plans are in place and staff are achieving performance expectations in line with their plans. 2. The Risk and Compliance system (Riskman) is operating effectively.
Work, Health & Safety Requirements	<ul style="list-style-type: none"> • It is a requirement for all staff to: <ul style="list-style-type: none"> ○ Take Reasonable care for own health and safety ○ Comply, so far as the worker is reasonably able, with any reasonable instruction that is given by the person conducting the business or undertaking to allow the person to comply with legislative 	<ol style="list-style-type: none"> 1. Full compliance with WHS Policy and Practice.

	<p>requirements</p> <ul style="list-style-type: none"> ○ Report unsafe conditions or practices, and make suggestions to their manager on improving work, health & safety at Aspect. ○ Exercise duty of care in the health, safety and welfare of pupils and ensure they are treated with dignity and respect ○ Participate in the staff consultation process about work health & safety matters 	
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PART B: POSITION CRITERIA

Knowledge & Experience	<ul style="list-style-type: none"> • In-depth knowledge of contemporary Quality and Risk principles, best practice, and the statutory and regulatory framework in which Quality and Risk operates, including the Standards for Disability Services in Australia, the Australia/New Zealand Standard for Risk Management and other management systems including AS/NZS ISO 9001, 4801 etc. • An understanding of relevant legislation and regulatory frameworks. • Understanding of the social and political context in which the organisation delivers services. • Experience implementing and contributing to risk management, quality planning and reporting. • Conversant with contemporary continuous improvement systems and management.
Aspect Leadership Framework	<ul style="list-style-type: none"> • Demonstrated capacity to operate effectively within the Aspect Leadership Framework which addresses four focus areas: <ul style="list-style-type: none"> • <i>People, teams and relationships</i> – how we work with and through people to achieve our goals • <i>Self-leadership and professionalism</i> – how we behave and model personal effectiveness • <i>Vision and outcomes</i> – how we look to the future while keeping an eye on what is happening now • <i>Adaptive leadership</i> – how we lead through challenge, change and uncertainty
Qualifications	<ul style="list-style-type: none"> • Degree or significant experience relevant to social sciences / human services which reflects knowledge and understanding in analytical, reasoning and problem-solving. • Certification in Quality/Risk Management process (desirable).
Job Requirements (desirable)	<ul style="list-style-type: none"> • Analytical & high level problem solving. • Relationship building and networking abilities. • Results orientated and outcome focused. • Excellent interpersonal, presentation and communication skills. • High degree of integrity and a values driven approach. • Adaptability.

	<ul style="list-style-type: none"> • Well-developed IT literacy in Microsoft Office / Outlook / Excel / Riskman or comparable risk and compliance system • Excellent interpersonal and communication skills verbal and written. • Demonstrated stakeholder management and relationship development skills, and ability to negotiate and influence change. • Skills in problem solving and analytical thinking. • Skills in supporting and maintaining systems. • Innovative responses to system changes and challenges. • Excellent attention to detail. • Effective time-management skills, ability to prioritise work, meet deadlines and work accurately under conflicting time pressures. • Results-oriented and self-motivated. • Good team member with excellent communication skills. • Service and delivery oriented. • Outcomes focused. • Proactive and persistent; • Values driven with strong personal and organisation values match; • Collaborative and consultative.
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PART C: APPROVED BY

Position Approved by: _____ (Date) _____

PART D: ACKNOWLEDGEMENT OF INCUMBENT

I have read and understood the requirements of the position

Name: _____ (Date) _____