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|  | Position Title: Director Quality | | Team: Organisational Effectiveness | | Region: Central |
| | Supervisor: Executive Director, Organisational Effectiveness | Delegations and Authorities: In Line with Delegations Policy | Band: E | Date Completed: February 2019 | |

ORGANISATIONAL INFORMATION

| Our Vision and Focus | Role Context |
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| <p>We believe children, young people and families should be safe, thriving and hopeful.</p> <p>Our Vision for 2022: Together we will courageously change lives and reimagine service systems</p> <p>For over 140 years, Berry street has adapted to a changing world, and we will continue to adapt to achieve our purpose. By 2022, we will have advanced our aspiration: together we will courageously change lives and reimagine service systems. We will listen to, and work alongside children, young people and families and our actions will be informed by their views and needs.</p> <p>Berry Street will continue to be a strong and independent voice for the children, young people and families with whom we work. In collaboration with others, we will advocate for increased government investment in early intervention and prevention services that enable families to be safe and stay together.</p> <p>We will use approaches that are culturally safe and informed by the best evidence available. We will measure and learn from the impact of our work, and we will continually contemporise our models of practice. Our purpose-driven approach will foster a culture of positivity and accountability, and we will engage with our people and service users through new digital channels and innovative approaches.</p> <p>We look forward to working with children, young people, families, carers, staff and partners to achieve this vision. Together.</p> | <p>The newly created Organisational Effectiveness Team is responsible for looking at new ways of working and new systems that will support Berry Street’s service delivery and ongoing commitment to quality improvement. This newly created role will have senior oversight of the organisational accreditation streams, auditing framework, quality improvement program, organisational policy framework, diversity and inclusion initiatives and heritage services.</p> <p>The Director Quality will work closely with other Directors in the Organisational Effectiveness Team to ensure best practice approaches to the management of risk, and the creation of systems and support programs that will support staff to learn and adapt to the changing work environment and needs of children and service users. The Team will also implement and support the frameworks we will need to standardise practice and measure and report on client and organisational outcomes.</p> <p>The Director Quality is a key leadership role and is responsible for the oversight and management of organisational accreditation streams; creation and Leadership of the Berry Street Quality Committee; development and management of an auditing framework; all quality improvement planning and practice change strategies; development and implementation of a new organisational policy framework; oversight and implementation of Diversity and Inclusion Initiatives; creation and implementation of a new organisation-wide complaints and feedback system; oversight of Heritage Services and will work with the Risk and Knowledge and Outcomes Directors to integrate and maintain best practice in client information management.</p> |
| Our Values | Primary Objectives of Role |
| Berry Street expects all staff to apply these Values in all aspects of their | <p>The primary objectives of the role are to:</p> <ul style="list-style-type: none">• Lead and manage Berry Street’s accreditation streams, audit and policy frameworks to meet national standards• Lead and manage the quality management framework, ensuring compliance across the organization• Drive and support regional change management that will enable a culture of learning |

Our Values

Berry Street expects all staff to apply these Values in all aspects of their

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| <p>work.</p> <p>Courage: <i>To be the best we can be and to never give up</i></p> <p>Integrity: <i>Expect a personal and organisation commitment to honesty</i></p> <p>Respect: <i>Acknowledge the importance of each person's heritage, traditions, identity, needs and aspirations</i></p> <p>Accountability: <i>Be responsible for our own actions</i></p> <p>Working Together: <i>Work with our clients, each other and our colleagues to share knowledge, ideas, resources and skills</i></p> | <p>and development</p> <ul style="list-style-type: none"> • Provide leadership in the implementation of diversity and inclusion initiatives, and culturally safe practices. <p>Reporting Relationships</p> <p>This role is based at our Richmond office and reports to the Executive Director, Organisational Effectiveness. The role is part of the Organisational Effectiveness Leadership Team and oversees the:</p> <ul style="list-style-type: none"> • Accreditation and Compliance Officer • Senior Manager Aboriginal Service Development • Senior Manager Audit and Practice Change (including Audit and Practice Consultants x 2) • Heritage Services team |
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EXPECTATIONS

- Conduct oneself in accordance with the Berry Street Code of Conduct which is underpinned by the values of accountability, courage, integrity, respect and working together within the principles of continuous improvement and occupational health and safety.
- Berry Street is committed to the principles of social justice. We aim to ensure every individual is treated with dignity and respect regardless of their cultural background, ability, ethnicity, gender identity, sexual orientation, spirituality or religion.
- Berry Street supports White Ribbon, Australia's campaign to stop violence against women. There is an expectation that staff never commit, excuse or remain silent about violence against women.
- Berry Street is committed to being a child safe, child friendly and child empowering organisation. In everything we do we seek to protect children. We are committed to the cultural safety of Aboriginal and Torres Strait Islander children; children from culturally and/or linguistically diverse backgrounds; children with a disability; children who identify with a sexual and or gender minority identity.

KEY SELECTION CRITERIA: KNOWLEDGE, SKILLS AND ABILITIES REQUIRED TO FULFIL THE ROLE

- Previous experience working with and implementing a Quality Management Framework and understanding of the accreditation principles, practices and requirements including an understanding of the issues arising from accreditation processes for organisations within the community sector and not-for-profits.
- Excellent project management skills including project planning, working to tight deadlines and managing performance and risk.

- Well-developed networking and relationship building skills, with the ability to gain commitment across the department and with key stakeholders.
- Excellent presentation skills including the ability to communicate in a clear, logical and succinct manner.
- Excellent communication skills, including the ability to work with staff to deliver concise, authoritative, high quality written material.
- Proven organisational skills with the ability to prioritise and manage own workload to meet timeframes and job-related expectations.
- Good problem solving, decision making and solid negotiation skills to achieve effective relationships and outcomes.
- Solid analytical, reasoning and decision making skills including solid numerical ability and strategic judgement.
- Demonstrated understanding of and commitment to the principles of equity, diversity, continual improvement, risk management and workplace and safety.
- Demonstrated ability to flexibly manage competing priorities and stressful situations, monitoring own stress levels and practicing and promoting self-care strategies.

| Qualifications and Other Requirements | Desirable |
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| <ul style="list-style-type: none"> • Tertiary qualifications related to quality management and/or project management • Staff must hold a valid WWCC, current driver's license at all times and undergo a Criminal Records Check prior to employment. Subsequently, staff must report any criminal charges or court appearances. | <ul style="list-style-type: none"> • Experience in the Child and Family Services sector |

| KEY ACCOUNTABILITIES AND RESPONSIBILITIES | |
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| Accountability | Specific Responsibility |
| Quality, Accreditation and Compliance | <ul style="list-style-type: none"> • Oversee and manage the organisational accreditation streams, including DHHS and Child Safety • Oversee effective management of the Berry Street Quality Management Framework engaging with managers and staff to achieve outcomes • Create and lead the Berry Street Quality Committee • Lead and manage quality improvement planning and practice change strategies for the organisation • Undertake and manage internal risk audits to identify gaps in processes and compliance • Provide timely and effective management and quality related reporting as required • Develop and oversee new organisational reporting streams • Develop and manage the auditing framework, including program stream auditing and create regional audit support services • Work with the Risk and Knowledge & Outcomes Directors to integrate and maintain best practice in client information management • Support Executive Director in developing quality reporting streams. |
| Organisation Policy, Diversity and Inclusion | <ul style="list-style-type: none"> • Develop and implement a new organisational policy framework for Berry Street • Advocate and comply with organisational policies, processes and procedures, using appropriate systems where required • Oversee and implement all Diversity and Inclusion Initiatives, including Aboriginal Service Development, Rainbow Tick Accreditation and Inclusive Practice • Create and implement a new organisation-wide complaints and feedback system |
| Heritage Services | <ul style="list-style-type: none"> • Oversee Berry Street's Heritage Services function that provides archival search and supportive release of personal information, primarily to former service users, residents, their families and descendants. |
| Leadership | <ul style="list-style-type: none"> • Lead, inspire and mentor a team of professionals within the Quality Department • Play a key leadership role in the Organisational Effectiveness team, building a positive, can-do culture and instilling our values of courage, integrity, respect, accountability and working together • Build excellent relationships with internal stakeholders across the organisation to ensure department and team objectives can be met • Lead and advocate knowledge sharing and improvement of system efficiencies across all Berry Street regions • Represent Berry Street to external stakeholders and relevant professional forums and networks • Proactively contribute to the leadership and management understanding of relevant quality frameworks through mentoring, feedback and coaching to instill an understanding of and support towards quality compliance. • Provide support, coaching and mentoring to staff, monitoring workloads and identifying training and development opportunities • Convey the application of Berry Street Values through modelling behaviour and using organisational and department goals to guide work planning and prioritisation |

CONDITIONS OF EMPLOYMENT

1. This position may be required to work additional hours as necessary, in accordance to terms and conditions within the contract of employment.
2. You will initially be employed at our Central Office. You may be required to work from other Berry Street sites (on a temporary or permanent basis) as directed from time to time.
3. Terms and conditions of employment are in accordance with the contract of employment. Salary packaging up to \$15,900 is available to Berry Street employees who meet the eligibility criteria outlined in our Salary Packaging Policy.
4. The remuneration package for this position is negotiable, commensurate with experience and qualifications. The value of the salary can be increased through salary packaging.
5. This position includes an all-inclusive annual motor vehicle allowance of \$10,500 (pro rata) and no other claims for motor vehicle costs can be made to Berry Street. It is expected that the employee's personal vehicle fulfils all work-related purposes and, as a result, no work related travel costs or access to pool cars will be provided. Please refer to the Motor Vehicle Policy for further information.
6. Superannuation will be paid according to Superannuation Guarantee into a compliant fund of your choice or into HESTA Superannuation Fund.
7. The successful applicant will be required to undergo satisfactory pre-employment checks, including 3 professional referees for Senior Managers, a pre-employment health declaration, a criminal records check and proof of identify and qualifications.
8. The successful applicant will initially be employed for a probationary period of 5 months. During this period, either party can terminate employment with one week's notice. A probationary review before 5 months will be undertaken.
9. Under Victorian WorkCover legislation, it is the applicant's duty to advise Berry Street of any pre-existing medical condition, which could be aggravated by the type of employment for which they are applying. The existence of a medical condition will not preclude you from employment, unless you are unable to perform the inherent requirements of the position. However, failure to disclose any relevant injury or disease will jeopardise any entitlement you may otherwise have for a work-related aggravation of that non-disclosed pre-existing condition.
10. Berry Street has a smoke-free workplace policy.

INHERENT REQUIREMENTS OF WORK ACTIVITIES / ENVIRONMENT

Following is a table that outlines the main physical and psychological requirements of the position.

| Element | Key Activity | Frequency |
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| Work Environment | Manage demanding and changing workloads and competing priorities. | Daily |
| | Work in a team environment. | Daily |
| | Work in different geographic locations. | Regular |
| | Be exposed to all outdoor weather conditions. | Regular |
| | Work in unstructured environments (e.g. outreach). | Regular |
| | Work office hours with the possibility of extended hours. | Regular |
| | Work in an open plan office. | Daily |
| | Work in buildings which may be two-storey. | Regular |
| | Sit at a computer or in meetings for extended periods. | Daily |
| | Work in an environment with competing demands. | Daily |
| | Present at court and other jurisdictions. | Occasional |
| People Contact | Liaise with government, non-government and community organisations. | Daily |
| | Work with clients who may have a physical or sensory disability. | Regular |
| | Interact with members of the public who may display the full range of emotional expressions, including parents, partners, significant others, family members, advocates, doctors, police. | Regular |
| | Interact with clients and members of the public who could display verbal or physically challenging behaviour. | Regular |
| | Facilitate access to specialist, generic and community services. | Daily |
| | Undertake training and professional development activities. | Regular |
| Administrative Tasks | Undertake administrative tasks which may include the following: computer work, filing, writing reports, case notes/plans and client records, participating in meetings, concentrating for long periods of time, managing resources and budget and researching and analysing information and data. | Daily |
| | Use technology including photocopier, telephones including mobiles, fax, overhead projectors, televisions, videos, and electronic whiteboards. | Daily |
| Transport | Drive vehicles possibly over long distances and in all traffic and weather conditions. | Regular |