Position Title:	
Quality, Risk and Assurance (QRA) Manager	

Reports to:
Executive Director Quality and Safety

Branch:
Quality Risk and Assurance Team
Quality and Safety Division

Direct Reports:
Senior Quality Risk and Assurance Officer, Quality, Risk and Assurance Officer, Workplace Health and Safety Coordinator

Role Purpose:

As a senior leader and member of the Quality and Safety Team the QRA manager is responsible for the development and effective implementation of the quality, compliance and risk management framework that exceeds regulatory requirements, including relevant accreditation and service standards.

The role has the key aim of improving health and services outcomes for our clients as well as ensuring employee workplace health and safety.

This senior role will regularly communicate with:
- Senior Leadership Team
- External agencies, regulators and government bodies

Key Responsibilities and Key Indicators:

Lead the development and execution of the quality, compliance and risk management framework across the organisation. This senior leadership role

Key Accountabilities	Key Indicators
1. Quality, compliance and risk management framework	• Organisational Quality, Compliance and Risk Management Framework is current and monitored and maintained and made fit for purpose as organisational requirements change
2. Compliance management	• Implementation, monitoring and review of the organisations legal compliance framework • Implementation, monitoring and review of organisations privacy obligations and act as the Privacy Officer for requests for information • Management of internal notification and action planning for legislative and regulatory changes that impact the business
3. Quality Management System	• Implement, monitor and review the quality management system and ensure all systems and processes are compliant with legislative requirements and risks are identified, documented and monitored effectively • Collaborate with the business to support the implementation and reporting of the QMS to drive client outcomes and staff safety.

	• Management of the internal audit and reporting schedule and continuous improvement cycle by providing trends, data analysis and recommendations to governance committees • Drive the ongoing development of a culture where quality is considered everyone's business • Support the business to embed a continuous improvement and learning culture for business excellence.
4. Risk management	• Implement, monitor and manage the review of the corporate risk register • Actively participate in organisational governance committee meetings • Collaborate with Operations and People teams to maintain and report on the High Risk Registers – Client and Employee.
5. Non-clinical critical incidents	• Conduct non-clinical critical incident investigations and reports and monitor action plans for improvement.
6. Management of external complaints	• Primary contact for external agencies and lead the response to external complaints. • Responsible for collating required information from the business and responding to the external agencies. • Liaising with EDQ&S when it might be beneficial to seek legal advice prior to responding. • Maintenance of organisations external complaints register.
7. Maintenance of licences and registrations	• Maintain register for licences and registrations and ensure timely renewal. • Early consultation and collaboration with business stakeholders to ensure timely renewal. • Regular review of current suite of licences and registrations with recommendation to EDQ&S of any changes.
8. Organisational emergency management and business continuity	• Lead and coordinate the development of emergency and business continuity plans – both organisational and regional level. • Review of relevant regulations and standards to ensure currency of the business continuity plans.

	• Monitor the effectiveness and lead the ongoing review and improvement based on lessons learnt.
9. Business process mapping	• Monitor and report on the currency of organisational policies and procedures to business. • Collaborate with the business to maintain the currency of organisational policies and procedures. • Demonstrate legal and ethical integrity and compliance with policies, procedures and process • Monitoring of organisational efficiencies and appropriate change management practices when systems and processes are changed
10. Organisational Workplace Health and Safety management	• Oversight of staff incident and hazard investigation and action planning. • Lead and coordinate the continuous improvement activities that are a result of the staff incident and hazard reporting. • Lead a proactive approach to staff safety and a Just Culture
11. Organisational transformation	• Assist in identifying when the organisation is transformation ready by providing detailed analysis and interpretation of data relating to quality, risk and compliance. • Collaborate with the business to implement the changes required for the transformation.
12. Leadership	• Actively model the organisation's values, contribute to the senior leadership team with a culture of excellence and continuous improvement, empowering people to get their work done and select the best way to do it • Participate in the establishment and maintenance of a cohesive and effective team where people work together in the spirit of team work, trust and loyalty • Delegate appropriately to the team to ensure the professional and personal development of team members • Coach and mentor the team to ensure professional standards are maintained in the work completed.
Decision Making:	

- In accordance with organisational Delegation of Authority and integratedliving's values
- In accordance with policies and procedures listed in the Summary of Specific Responsibilities
- In accordance with Quality and Safety related Service Level Agreements
- This role will be reporting to the Executive Director Quality and Safety

Essential Criteria for Position:

- Tertiary qualifications within related field with specific skills in quality and risk management and auditing
- Over 5 years' senior management experience in managing quality, risk and compliance
- Demonstrated understanding of community, aged care and disability service provision within a community based organisation
- Experience with certifications standards or frameworks e.g. ISO 9001:2015, NSQHS Standards, New Aged Care Standards, NDIS Practice Standards
- Demonstrated working knowledge of and ability to implement and monitor quality management systems
- Experience in project management and organisational transformation
- Highly proficient with Microsoft Office
- A strong commitment to quality with high attention to detail
- Demonstrated experience in detailed report writing and data analysis
- Proven leadership and influencing skills.
- Must have a strong 'can do' attitude and ability to be hands on.

Desirable Criteria for Position:

- Experience with Managing Work Health and Safety functions
- Postgraduate qualification in Risk, Quality, Audit
- Ability to actively manage multiple projects and BAU functions at once.

Personal Attributes:

High attention to detail, decisive, confident, focused, analytic mind, ability to interpret complex information quickly

Additional Notes:

Internal File/Links:

Delegation of Authority Schedule.
Organisational Chart, etc.

Summary of Specific Responsibilities:

As defined in organisational and Divisional policies and procedures