

JOB DESCRIPTION & PERSON SPECIFICATION

Job Title	Quality Assurance Manager
Department	Key Assets – The Children's Services Provider
Responsible to	CEO
Location	Shared Services
Covering Area	Australia and New Zealand
Responsible for	Quality and Practice Officer

Overall Purpose/Aim: To take lead responsibility for the implementation, monitoring and review of the Key Assets – The Children's Services Provider Australia (Key Assets) Quality Assurance Framework for operational services.

Core Tasks

- To ensure continued service improvement and quality performance across Australia
- To produce, develop, deploy and review policy statements, procedures, practice guidance and performance standards, to underpin the work of Key Assets in line with relevant law, regulations, and "best practice" guidance in Australia in partnership with the CEO and Executive Leadership Team and local jurisdictions.
- To ensure that service provision is compliant with all relevant regulatory processes through timely research, advice and processes of internal audit and inspection.
- To provide advice and guidance on quality assurance and Service Improvement Issues to operational Directors, managers and staff in relation to Key Assets service delivery as directed by the CEO & Executive Leadership Team.
- Work with all jurisdictions on the implementation and review of Child Safe Organisation policy.
- To assist with and where directed oversee the preparation of submissions to relevant government/regulatory bodies and others such as departmental service commissioners e.g. pre-inspection returns, action plans, tender submissions, performance statistics/service audit returns.
- To create, update and maintain an Australasian risk monitoring system.
- To monitor, on a monthly basis, all complaints against Key Assets in Australia. Where they are not resolved satisfactorily by operational Directors or Managers at local/informal level, to undertake investigation and produce reports under the management of the CEO.
- To monitor and improve systems to ensure that Key Assets jurisdictions in Australia are audit ready at all times in partnership with local teams and the Australasian HR Manager.
- To monitor, on a monthly basis, all critical incidents and safeguarding matters, including conclusions and outcomes and provide reports to relevant groups as necessary. Also monitor compliments made about the services provided.

- To work with the local Directors, Operations Managers and/or Team Managers, where applicable, providing knowledge management and evaluation of the “quality” and compliance outputs in line with Key Assets Policy and procedures, regulatory compliance and good practice.
- To undertake annual internal audits of each Australian jurisdiction.
- As part of the Service Improvement remit to work with the local Directors to improve quality where gaps have been highlighted.
- In partnership with the Learning, Development and Practice Manager - produce policy implementation and evaluation resources and tools in the form of briefings, e-learning module content and presentations for relevant staff, carers and other stakeholders.
- Liaise with external bodies relevant to the work of Key Assets as directed.
- Contribution to the wider remit of Key Assets Quality Assurance and Service Improvement through International QA & SI meetings
- Participation with staff-group meetings, and attend Key Assets management meetings as requested.
- To undertake specific project work as may be directed by the CEO & Executive Leadership Team.

This role will involve travel across Australia and may involve further travel internationally

Additional Duties

- The post holder will be expected to demonstrate the Key Assets’ values
- The post holder will be expected to undertake any training and development deemed necessary for the pursuance of the post.
- The post holder will be expected to reach a minimum basic standard of I.T. competence to be able to use Company electronic systems effectively
- The post holder will be expected to ensure compliance with Equal Opportunities Policy and Procedure in all employment practices.
- The post holder will be expected to work in a manner which is inclusive of all employees and stakeholders, which includes Aboriginal and Torres Strait Islander’s, people who identify as LGBTI, people of all ages, people with disability and those from culturally and linguistically diverse backgrounds.
- The post holder will be expected to comply with the no smoking policy in place and ensure that Health and Safety is observed in the course of employment
- Ensuring compliance with Child Safe procedures, throughout all work within the Company, keeping Senior Management informed of work in progress and inform Senior Management immediately of any child protection matter or serious complaint.

It is the nature of work of the post that tasks and responsibilities are, in many circumstances, unpredictable and varied. All staff are, therefore, expected to work in a flexible way when the occasion arises where tasks are not specifically covered in the Job Description and have to be undertaken.

Signed by Job Holder:	
Date:	
Signed by Line Manager:	
Date:	

PERSON SPECIFICATION QUALITY ASSURANCE MANAGER

Note to Applicant: When completing your application form you should demonstrate the extent to which you have the necessary education, experience, knowledge and skills identified for the post.

Key: Assessed by Application Form: **A**
 Assessed at Interview: **I**
 Assessed by Test/ Exercise **T**
 Assessed by Documentary Evidence **D**

	Essential/ Desirable	Shortlisted Criteria	A	I	T	D
Education/ Qualifications						
<ul style="list-style-type: none"> Must hold Australian or Equivalent Social work, psychology or human/behavioural science qualification. 	Essential	✓	✓	✓		✓
<ul style="list-style-type: none"> Post qualification award in a QA/Inspection, Human Services, Policy Development or Management discipline. 	Desirable		✓	✓		✓
Experience/ Training						
<ul style="list-style-type: none"> To be able to evidence an understanding and practical application of the use of IT and electronic communications, including the use of Microsoft Office 	Essential	✓	✓		✓	
<ul style="list-style-type: none"> Experience of working with Foster Carers and young people 	Desirable		✓	✓		
<ul style="list-style-type: none"> A proven ability to produce a high standard of report writing and high level of skills in written and oral presentation of information (including data analysis using IT such as Excel or similar) 	Essential	✓	✓	✓		
<ul style="list-style-type: none"> 5 years' experience of family/children's/Child Safety services 	Essential	✓	✓	✓		
<ul style="list-style-type: none"> 2 years' experience of managing and supervising, including managing under performance 	Essential					
Knowledge						
<ul style="list-style-type: none"> A comprehensive working knowledge of relevant legislation pertaining to child protection and family services. 	Essential	✓		✓		
<ul style="list-style-type: none"> A comprehensive knowledge of all regulations, principles and policies in relation to Child Safe/Safeguarding children and how they can apply in different jurisdictions across Australia 	Essential			✓		
<ul style="list-style-type: none"> An understanding of the competitive environment that Key Assets operates in across Australia 	Desirable		✓	✓		
<ul style="list-style-type: none"> A keen awareness of external registration/inspection requirements associated with the work of Key Assets in different jurisdictions across Australia 	Desirable		✓	✓		
<ul style="list-style-type: none"> Knowledge of, or the ability to rapidly acquire knowledge of licensing standards across Key Assets jurisdictions, for example HSQF, ISO 9001 	Essential		✓	✓		
Personal Qualities						
<ul style="list-style-type: none"> Ability to communicate clearly and sensitively with young people and adults 	Essential		✓	✓		
<ul style="list-style-type: none"> Ability to communicate simply and effectively, both verbal and written, with a diverse staff group at all levels, recognising potential language barriers and cultural differences and build effective relationships with a wide variety of stakeholders 	Essential	✓	✓	✓		
<ul style="list-style-type: none"> Be able to demonstrate effective communication in writing 	Essential	✓	✓			

• Ability to work on own initiative and as part of a team	Essential		✓	✓		
• Ability to work with a degree of autonomy, in a flexible and creative manner, within Company policies and procedures	Essential			✓		
• Reliability, flexibility and dependability	Essential			✓		
• Ability to create a positive working environment where people have the opportunity to reach their potential	Essential			✓		
• Ability to maintain confidentiality	Essential		✓	✓		
• Ability to work under pressure and handle changing priorities	Essential	✓	✓	✓		
Miscellaneous						
• A commitment to Equal Opportunities in all work practices	Essential		✓	✓		
• A commitment to providing a professional and quality service	Essential			✓		
• Ability and willingness to travel extensively, including occasionally residing away from home when needed or necessary	Essential			✓		
• Ability and willingness to work flexibly including weekend, early morning and evening work as necessary	Essential			✓		
• Must possess a full driving licence (*a Company car will be provided for this role)	Essential	✓	✓			✓
• Willingness to undertake a Criminal Records check	Essential			✓		
• Be open to direction, using initiative to seek advice where necessary	Essential			✓		

Key Assets makes use of the National Federal Police Criminal Records and local State and Territory Working with Children checking services, which facilitates the checking of individuals' criminal records by employers where such individuals are to occupy 'positions of trust'. You may be required to consent to and apply for disclosures at regular intervals during your employment in this post and any offer of employment is provisional and conditional on the satisfactory outcome of the check. This is because this role involves access to sensitive data.