

## POSITION DESCRIPTION

<b>Position</b>	Quality Advisor
<b>Reports to</b>	Program Manager, Continuous Quality Improvement
<b>Direct Reports</b>	Nil
<b>Status</b>	Full time (38 hrs pw)
<b>Location</b>	Based at 340 Bell St, Preston

## BACKGROUND

The Victorian Aboriginal Child Care Agency (VACCA) is the largest organisation of its kind in Australia. VACCA is an Aboriginal community-controlled organization that supports and advocates for the Aboriginal community. Our strength lies with our people. Our team is committed to the organisation's vision and values; advocates for our children and other vulnerable community members; and shows respect for, observance and compliance with Aboriginal cultural protocols, practice and ceremony. Our Aboriginality is what distinguishes us from mainstream services and what enables us to deliver the positive outcomes we achieve for our people.

VACCA employs over 800 staff and delivers more than 70 programs across the state. VACCA's experience and expertise in the delivery of therapeutic interventions are underpinned by culture, connection, and healing. VACCA designs, develops and delivers programs with self-determination and an understanding that the intergenerational trauma experienced by our community requires intergenerational and community healing.

Central to VACCA's work is the importance of connection to family, community and culture as essential to Aboriginal children's safety, stability and ensuring that they have an ongoing sense of belonging. As Victoria's largest Aboriginal child welfare agency, VACCA will play a key role in the process of transitioning the care and case management of Aboriginal children from government and non-Aboriginal organisations to Aboriginal community-controlled organisations following the recent decision of the Victorian Government.

VACCA is implementing cultural therapeutic ways (CTW) which is an agency wide framework that underpins our work with the community, our clients and staff.

## OUR VISION

Aboriginal self-determination - Live, Experience and Be.

## OUR PURPOSE

Supporting culturally strong, safe and thriving Aboriginal communities.

## PROGRAM AREA

The Continuous Quality Improvement Team (CQI). CQI plays a critical role in providing assurance to VACCA's Leadership Group and Board that the right things are being done, in the right way and at the right time to progress VACCA's vision.

It does this by assessing how well organisational processes and systems are being managed, and assessing compliance with legislative, regulatory and contractual obligations, and service and quality standards. These foundational elements are important for quality accreditation, service delivery registration and the efficient and effective delivery of services, and to support VACCA's attainment of its strategic objectives.

In helping VACCA staff reduce or prevent harm and keep clients, staff and VACCA safe, CQI develops a joint program with client services of quality improvement priorities. It manages a schedule of work activities of audit processes, data analysis, interrogation and reporting on feedback and bring-up mechanisms, tracking issues such as breaches, quality improvement initiatives, evaluating results and making recommendations for improvement, and reporting to relevant parties.

In monitoring feedback mechanisms, CQI plays an important role informing VACCA on how it is meeting its obligations and escalates emerging risks and issues for resolution. This includes initiating and tracking quality improvement actions and reporting on matters to the Safety and Quality Governance Committee (the Committee) and other governance groups as appropriate.

CQI assists VACCA to deliver safe and quality services through its workstream responsible for the investigation of allegations and incidents in line with the requirements of the Commissioner for Children & Young People's (CCYP) Reportable Conduct Scheme and the Department of Health and Human Services (DHHS) Critical Incident Management System (CIMS).

CQI assists VACCA achieve a whole-of organisation approach to Rainbow Tick (RT). Undertaking RT accreditation will enable VACCA's services to better respond to Aboriginal people from LGBTIQ+ communities, including male victims, female perpetrators and brotherboys and sistagirls in seeking family violence support.

This program area is a strategic, support service Unit and has no direct responsibility for client service delivery or operational infrastructure support services other than establishing and maintaining quality improvement mechanisms to enable meaningful reporting on the safety and quality of VACCA's service delivery.

Operating on the understanding that continuous quality improvement (CQI) is incorporated into everyone's work, CQI's role is to foster and embed this understanding through learning opportunities and support to all staff, programs and services. Structures such as the Committee have been established on the principle that CQI is best driven by example and authorisation from the top.

## POSITION SUMMARY

The position sits in the Quality Unit, within the Continuous Quality Improvement team and the incumbent will undertake a diverse range of activities that will enhance Aboriginal Child and Family Welfare practice and strengthen the capacity of the agency to develop innovative, culturally responsive programs and policy responses.

The position includes key functions to support the organisation in developing quality organisational systems and processes, which exist at VACCA to support continuous quality improvement initiatives, drive best practice and strengthen compliance at VACCA.

## KEY RELATIONSHIPS

*Internal:* VACCA staff and community members

*External:* Government departments and other ACCOs and CSOs

## KEY SELECTION CRITERIA

- Demonstrated commitment and understanding for the values that underpin VACCA' vision and purpose.
- A sound knowledge and understanding of Aboriginal culture and values and the ability to effectively communicate with Aboriginal people.
- A sound understanding and experience in quality improvement and accreditation.
- A sound understanding and experience in managing investigations, surveys, feedback and complaints and associated workflows.
- Experience in policy writing and case management.
- Strong project management skills, as well as an analytical, solution focused approach.
- High level organisational abilities, and interpersonal and communication skills.
- Capacity to work both as a member of a team and independently.
- Advanced computer skills; specifically, SurveyMonkey and Microsoft applications, especially Word, Excel and Access.

## REQUIREMENTS

- You must have and continue to hold a full Victorian Driver's Licence and a current employment working with children check card.
- Current COVID 19 Vaccinations.

## POSITION ACCOUNTABILITIES

- High level accuracy in auditing and data entry against relevant standards, program requirements and legislation during internal and external audits.
- Ability to analyse highly confidential information and evidence related to allegations, complaints and incident investigations in a timely and non-prejudicial manner.
- Participate in the development of systems, resources, tools (e.g., registers, databases, audit tools, etc.) and work plans that will strengthen VACCAs capacity to deliver quality, culturally responsive programs/services to Aboriginal children, youth and their families.
- Undertake the review and/or development of organisational documents as assigned (e.g., policies, procedures, guidelines, forms, etc.).
- Provide key administrative support to maintain CQI monitoring processes, systems, and registers, to enable the identification of gaps, and analysis and reporting of data.
- Participate in providing opportunities for clients, carers, community members and stakeholders to contribute their feedback online, or via phone, interviews or paper based surveys.

## HEALTH, SAFETY & WELLBEING

- Ensure compliance with the OH&S Act and VACCA policies.
- Contribute positively and proactively to team and organisation wide OH&S activities.

## QUALITY & CONTINUOUS IMPROVEMENT

- Ensure compliance with legislation, contract and policy requirements in your day to day work in order to meet the organisation's audit, contract and registration obligations.
- Proactively apply your specialist knowledge in the review and maintenance of policies, systems and processes.
- Continue the development of a culturally strong and positive working environment using a continuous improvement approach.

## OTHER

- Participate proactively in team project initiatives
- Support other team members in periods of high demand and during periods of absence.
- Participate in project groups and attend events
- Undertake other duties as directed

## ADDITIONAL INFORMATION

We are committed to Aboriginal self-determination and supporting strong, safe, thriving Aboriginal communities and aim to ensure every individual is treated with dignity, honouring all cultural backgrounds, abilities, ethnicities, sexual orientations, gender identities and spiritual beliefs.

VACCA is a child-safe organisation and is committed to ensuring the safety and wellbeing of children and young people with zero tolerance for child abuse. All successful applicants will be required to undertake a National Police Record Check and Working with Children Check prior to commencement of employment and periodically following commencement.

VACCA is an equal opportunity employer and has a smoke-free workplace policy.