

## POSITION DESCRIPTION

<b>Position</b>	Senior Quality Officer - Continuous Quality Improvement
<b>Reports to</b>	Executive Manager
<b>Direct Reports</b>	NA
<b>Status</b>	Up to full time (38 hrs pw), Fixed Term 12 months
<b>Location</b>	Based at Dandenong office, with option to work remotely

## BACKGROUND

The Victorian Aboriginal Child Care Agency (VACCA) is the largest organization 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 600 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 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

VACCA Southern Division is funded to provide a range of State government Out of home care programs, (OoHC) Lakidjeka ACSASS, Justice, Family Violence, Family Services, Youth Services and early years programs and aligned Commonwealth and philanthropic programs.

VACCA South is committed to providing a high standard across organisational processes, systems, compliance with legislative, contractual obligations, and service and quality standards. Guided by VACCA's CQI Unit these foundational elements are important for quality accreditation, service delivery registration and the efficient and effective delivery of services, to support the attainment of organisational strategic objectives.

Activities will include leading and guiding audit preparation and functions, practical assistance to achieve compliance requirements, recommendations for improvements to VACCA systems and services through audit processes, data analysis and identified program gaps.

## POSITION SUMMARY

Senior Quality and Project Officer position will be strongly guided by our internal Continuous Quality Improvement team and will work closely with CQI to lead, prepare and undertake the range of planned activities that will aim to enhance practice and strengthen the capacity of VACCA Southern to improve operational systems, procedures and processes across funded programs in scope.

The position will have key functions with a strong focus on continuous improvement, compliance and audit requirements specifically in Out - of home care, family services, family violence, justice and broader client services and identified programs in scope for accreditation.

Related project work to review the Southern client data base and support Senior managers to establish accurate client lists and information, and file preparation for registration purposes.

The position will also support Senior Managers to build ongoing capacity for case transfers of Aboriginal children and their families to VACCA, (Principal 5) while attending relevant departmental meetings to support specific administrative requirements in OoHC.

Administrative support in functions of Reportable Conduct, CIMS, Section 81,82 and monthly program data collection may be a function for this role.

## KEY RELATIONSHIPS

*Internal:* VACCA CQI staff, Senior Managers, VACCA program staff

*External:* Government departments and other ACCOs and CSOs

## KEY SELECTION CRITERIA

- Demonstrated understanding of, and commitment to, the values that underpin VACCA' vision and purpose and the capacity to take a leadership role in championing these internally and externally

- Demonstrated awareness and appreciation of Aboriginal societies and cultures, and commitment to continually build knowledge of such, along with a high level of awareness of the key issues which impact upon Aboriginal communities
- Demonstrated sound understanding and experience in quality improvement and accreditation, and developing effective systems for internal and external audit requirements
- Experience of leading teams to successful audit outcomes
- Experience in, and working knowledge of, the child, youth and family sector
- Strong analytical, solution focused approach with high level organisational abilities and interpersonal and communication skills
- Ability to develop comprehensive detailed audit and work plans
- Capacity to work both as a member of a team and independently
- Advanced computer skills; specifically, in Excel, Access and Adobe InDesign

## REQUIREMENTS

- You must have and continue to hold a full Victorian Driver's Licence and a current employment Working with Children check card

## 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 and incident investigations with a rights base approach, in a timely and non-prejudicial manner
- Participate in the development of systems, resources, tools (e.g. registers, data bases, audit tools, etc.) and work plans that will strengthen VACCA's 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 via phone, interviews or paper base surveys
- Participate in team meetings, staff meetings and other relevant forums
- Undertake additional administrative tasks and other duties to support the work of the unit

## 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.