

Senior Quality Partner – Vinnies Services

Position Description

Directorate	Vinnies Services
Reports to:	Director Clinical Governance and Quality
Direct reports:	Nil
Location:	Flexible within any of the Society's main metropolitan or regional offices across NSW.
Primary position objective:	Develop and lead the delivery of a Society-wide Quality Framework to support a culture of continuous improvement in our services. Ensure effective support is in place for all quality review, accreditation and audit processes.

The St Vincent de Paul Society is an Equal Employment Opportunity Employer

Directorate overview

This position is in the Vinnies Services directorate. The Vinnies Services directorate provides a range of evidence-based services and programs that support men, women and children experiencing poverty or disadvantage to rebuild their lives. The teams within the directorate and their functions are:

Homelessness and Housing: this team is responsible for state-wide management of excellent homelessness and housing services.

Disability and Inclusion: this team is responsible for state-wide management of excellent disability and inclusion services.

Health: this team is responsible for state-wide management of excellent health services.

Clinical Governance and Quality: this team role is responsible for driving accountability for state wide provision of high quality and safe services to the people we serve, supported by a Society wide Quality Framework

Accountabilities and responsibilities

The Senior Quality Officer will:

- Contribute to the successful implementation of the Strategic plan.
- Support the development and lead the delivery of the Society-wide Quality Framework
- Support the delivery and implementation of the Society-wide Clinical Governance Framework

- Lead and deliver external program accreditation and audit processes with other Society Divisions that include NDIS Standards, Aged Care, RACGP, Health and Community Services Standards and Clinical Care Standards
- Develop and evaluate operational and clinical care policies and practices ensuring compliance with governing, federal and state legislation and regulators and uploaded into supporting portals
- Develop quality assurance processes (including audits) to identify areas for improvement in service delivery
- Oversee the Divisional Quality Officers ensuring role clarity and successful achievement of agreed outcomes
- Lead expert quality support to Quality Action Groups, Quality Working Groups and the development of Organisational Quality leadership groups.
- Develop and implement tools and resources to support internal quality audits.
- Lead and oversee quality improvement, quality audits and monitoring to support continuous service improvement.
- Provide leadership and direction to key employees who are developing local quality processes and procedures.
- Oversees Quality Assurance and utilisation review activities
- Ensure a safe working environment for members, staff and volunteers by implementing the Society's workplace health and safety practices.
- Ensure that staff and volunteers complete relevant pre-engagement checks (National Criminal History check, and where required Working With Children Check); act in accordance with the organisation's Code of Conduct and Member and Volunteer Charter; and comply with the organisation's Workplace Health and Safety program.

Critical Key Performance Indicators (KPIs)

- Ensure that the Society's Quality Framework is implemented and operating effectively.
- Ensure that the Society meets the requirements of external program accreditation and audit processes.
- Ensure that a process to support continuous improvement of programs and services is implemented and operating effectively.

Key working relationships

In addition to the Director Clinical Governance and Quality and other direct reports, the Manager, Program and Service Quality will foster close working relationships with:

- Executive Director Vinnies Services
- Directors and Managers (Vinnies Services);
- Director, Governance, Risk and Safeguarding (Corporate Service) and direct reports;
- Regional Directors (Membership, Volunteers and Regional Operations);
- Divisional Quality Officers

Essential criteria

Critical capabilities

There are nine capabilities expected of all employees across the Society:

- **People we serve' centric:** (Level 2) Team Leader responsible for individual and team performance
- **Values based leadership:** (Level 2) Enable the delivery of high-quality services that provide a hand up for the people we serve.
- **Impact focus:** (Level 3) Manage the delivery of positive impact through informed decision making and efficient and effective use of resources.
- **Collaboration:** (Level 2) Enable others to deliver positive impact through informed decision making and efficient and effective use of resources.
- **Change leadership:** (Level 2) Enable collaboration with Conferences, directorates, and teams to create opportunities, solve challenges, foster the Society's mission, and implement the Strategic Plan.
- **Team performance:** (Level 2) Motivate and manage individual and team performance and develop their capabilities.
- **Digital engagement:** (Level 3) Manage virtual, dispersed teams and stakeholders using digital tools.
- **Innovation and improvement:** (Level 3) Facilitate an improvement in existing and new services, and ways of working.
- **Financial acumen:** (Level 2) Enable others to use the Society's resources responsibly and keep expenses within budget

Role-specific criteria

- Relevant tertiary qualification/s and experience working in the social services or related sectors.
- High level expertise in developing and implementing quality frameworks.
- Demonstrated capacity to develop and implement a continuous improvement system.
- Excellent interpersonal and relationship management skills, with a proven ability to collaborate effectively with internal and external stakeholders.
- Excellent communication and presentation skills including the ability to develop reports, briefing papers and other documents accurately and in short time frames.
- High-level understanding of current issues facing the not for profit industry and incorporated not for profit organisations.

Desirable criteria

- Experience working in a membership-based organisation to support and empower members and volunteers.