

JOB DESCRIPTION

Job Title	Quality and Practice Improvement Coordinator
Department	Operations
Responsible to	Quality and Practice Improvement Partner
Location	Negotiable
Responsible for	N/A

Overall Purpose/Aim:

The Quality and Practice Improvement Coordinator works closely with the Quality and Practice Improvement Partner in supporting the operations to deliver high quality services to children, families and other service users while ensuring practice continually develops and improves.

KEY ACCOUNTABILITIES

- Contribute to ensuring that practice development and continuous service improvement occurs, balancing the need for national consistency with state requirements and standards.
- Assist in developing high level national service delivery policies that meet jurisdictional needs and relevant standards and assist with ensuring local operational procedures are consistent with these policies.
- Contribute to ensuring a national approach to safeguarding is embedded in all activities, policies and procedures.
- Collate, report, interpret and communicate operational data on a routine and ad hoc basis to drive service improvement.
- Participate in serious incident investigations and prepare reports focused on learnings and improvements.
- Participate in program and service evaluations and the collection and reporting of outcomes measures.
- Contribute to the integration of learnings from research and emerging thinking into practice.
- Contribute to an operationally focused Quality and Practice Development Committee to examine trends and apply learnings from research, incidents, outcome measures and evaluations.
- Contribute to identified national practice improvement projects and initiatives and work to support practice development at all levels of the organisation.
- Contribute to the development of state and national tenders and submissions.
- Liaise with other key business areas (such as Audit and Risk, People and Culture) to ensure:
 - staff training needs are identified and addressed, including mandatory minimum training requirements
 - operational risks are identified and mitigated
 - service standards and accreditation requirements are met
 - internal and external audit compliance.

- Undertake specific project work as required by the Quality and Practice Improvement Lead and the Group Director Operations.

WORKING IN PARTNERSHIP

- Be culturally aware and competent and respond accordingly when dealing with staff, carers people with different cultural backgrounds
- Work to deadlines and respond in a flexible way to the changing demands of Key Assets work, including ensuring that Key Assets customers are responded to promptly and professionally
- Attend and participate in team meetings, training courses, supervision sessions and appraisals punctually and well prepared, as appropriate and when required

This role will involve virtual ways of working and occasional travel interstate, including overnight stays away from home.

Additional Duties

- The post holder will be expected to demonstrate the Key Assets’ purpose and 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 safeguarding 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 AND PRACTICE IMPROVEMENT COORDINATOR

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"> Relevant post graduate qualification or experience in policy development, quality improvement or practice leadership. 	Desirable		✓			✓
Experience						
<ul style="list-style-type: none"> Experience working directly with vulnerable people, including children, young people, their families and people with a disability. 	Essential	✓	✓	✓		
<ul style="list-style-type: none"> Experience and in analysing, presenting and interpreting data. 	Essential	✓	✓	✓	✓	
<ul style="list-style-type: none"> Experience in policy writing and applying that policy to practice. 	Essential	✓	✓	✓		
<ul style="list-style-type: none"> Experience in the production of high-quality reports including data analysis and interpretation. 	Essential	✓	✓	✓		
<ul style="list-style-type: none"> Experience in project work 	Essential	✓	✓	✓		
Knowledge						
<ul style="list-style-type: none"> Knowledge of child and family service systems, including child protection, out of home care, and family support services. 	Essential	✓	✓	✓		
<ul style="list-style-type: none"> Has a detailed understanding of safeguarding principles and practices. 	Essential	✓	✓	✓		
<ul style="list-style-type: none"> An understanding of disability services and the National Disability Services Insurance Scheme. 	Desirable		✓	✓		
Personal Qualities						
<ul style="list-style-type: none"> Sound analytical skills <ul style="list-style-type: none"> Uses critical thinking Uses data to inform decision making Has the ability to see patterns and connections Has great problem-solving ability Demonstrates curiosity and creativity Able to quickly research a topic and integrate the information 	Essential	✓	✓	✓	✓	
<ul style="list-style-type: none"> Excellent written and verbal communication skills. 	Essential	✓	✓	✓		
<ul style="list-style-type: none"> Pays attention to detail. 	Essential		✓	✓		
<ul style="list-style-type: none"> Can follow processes (e.g., investigations) but be creative. 	Essential			✓		
<ul style="list-style-type: none"> Ability to think and work quickly. 	Essential			✓	✓	
<ul style="list-style-type: none"> Demonstrates organizational values. 	Essential			✓		
<ul style="list-style-type: none"> Ability to use the systems and software available to us effectively. 	Essential	✓	✓	✓	✓	

Miscellaneous							
<ul style="list-style-type: none"> A commitment to Equal Opportunities in all work practices 	Essential		✓	✓			
<ul style="list-style-type: none"> A commitment to providing a professional and quality service 	Essential			✓			
<ul style="list-style-type: none"> Ability and willingness to travel, including occasionally residing away from home when needed or necessary 	Essential			✓			
<ul style="list-style-type: none"> Ability and willingness to work virtually and flexibly including some out of hours work as necessary 	Essential			✓			
<ul style="list-style-type: none"> Must possess a full driving licence 	Essential	✓	✓			✓	
<ul style="list-style-type: none"> Willingness to undertake a Criminal Records Check and other safeguarding checks. 	Essential	✓	✓	✓		✓	
<ul style="list-style-type: none"> 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.