

POSITION:	Quality Officer
REPORTING TO:	Chief Quality Officer
DIRECTS REPORTS:	None
KEY RELATIONSHIPS:	Education and Training Officer, Manager Client Services, all safe steps employees and management.
POSITION STATUS:	Fixed Term - 0.8 FTE Fixed term

1. PRIMARY OBJECTIVES

Within the parameters of our constitution, service philosophy and the policy framework established by the Board, and under the direction and supervision of the Chief Quality Officer, the Quality Officer will:

- Contributing to the development and improvement of **safe steps** quality, risk and compliance systems supporting organisational capability and performance;
- Support **safe steps** to meet Quality Innovation Performance (QIP) quality standards and Department of Health and Human Services (DHHS) standards via participating in internal and external audits;
- Support quality improvement initiatives and working groups.

2. ORGANISATIONAL CONTEXT

safe steps Family Violence Response Centre (formally known as the Women's Domestic Violence Crisis Service) was set up in 1974 as the Women's Refuge Referral Service to provide a 24 hour 7 days a week telephone helpline for women experiencing family violence.

It is now a state-wide incorporated association funded primarily by, but not exclusively the Department of Health and Human Services to provide a range of services 24 hours 7 days a week for women and their children who experience family violence. **safe steps** is the primary contact and referral point for access to women's refuges in Victoria. It provides three complementary services:

- A crisis telephone information, support, advocacy and referral service;
- A trauma counselling service for women experiencing family violence and sexual assault;
- A high security supported safe house accommodation service.

The organisation has a strong social change agenda that operates across three key pillars; prevent, respond and recover and provides community education, advocacy and awareness raising.

The organisation operates out of three separate work locations, one of which houses the 24/7 immediate response telephone service, another administration, and the other which provides accommodation.

safe steps is governed by a constitution and a Board of Governance with ten members. The Board elects its own chair and meets monthly to set the strategic direction and policy parameters for the organisation and its work. The organisation is managed by a Chief Executive Officer who operates with a high degree of autonomy, and at the same time working closely and effectively with the Board. She attends Board meetings and services the work of the Board.

The Chief Executive Officer is responsible for ensuring effective relationships with our funding body and with sector partners, and for developing protocols to ensure that the best possible services are provided to the women and children who need them. **safe steps** is a lead organisation in a wider network of domestic violence services in Victoria.

The organisation has an annual budget turnover of more than \$12 million; it employs more than 80 full-time staff, part-time staff, volunteers and students to support the work of the organisation.

The Quality Officer is based at the **safe steps** head office in North Melbourne however, working across all site maybe required.

The Quality Officer is expected to uphold organisation's policies and procedures as well as the Department of Human Services Standards, which include the following obligations:

- to respect client confidentiality
- to obtain consent for the disclosure of information about a client
- to inform any client who wishes to make a complaint about the organisation of their right to do so, and to assist them to initiate a complaint

safe steps' locations and unlisted telephone numbers may not be disclosed to any other person except in accordance with service procedures. The locations and unlisted telephone numbers of any high security refuges may not be disclosed to any other person other than in accordance with the instructions of each such service.

3. KEY RESPONSIBILITIES:

Quality Assurance & Continuous Quality Improvement

- Develop quality assurance and continuous quality improvement frameworks;
- Assist in organisational quality assurance accreditation processes and quality improvement frameworks;
- Undertakes and enhances the internal customer experience of the Quality Management System and support fitness for purpose, improving user-friendliness and reducing the administrative burden where possible;
- Develop policies and procedures related to Quality, including procedures for document

development/review, document control, formatting and readability of organisational policies, procedures, practice manuals and resources; including recommending improvements to existing policies, procedures and processes;

- Recommend quality assurance, continuous improvement, client service delivery and staff capacity including recommending improvements to existing policies, procedures and processes;
- Develop and deliver training for the effective implementation of the Quality Management System, including the content and process for educating internal customers;
- Provide administrative support to internal and external service audits as delegated by Chief Quality Officer;
- Action and review data requests as delegated by the Chief Quality Officer
- Support the consultation, feedback and tracking the development of new policies and procedures through the organisation;
- Maintain the policy and procedures manual and ensure that ratified Policies, Procedures and other documents are drafted for inclusion in the Policy and Procedure Manual updating hard and soft copies of the Manual as required.

Capacity Building

- Provide support to Chief Quality Officer in relation to developing and implementing best practice quality assurance methods;
- Contribute to the training for direct service staff as required and appropriate;
- Work with the Education and Training Officer to review induction and other service improvement training frameworks.

Partnership and Stakeholders

- Action tasks delegated by the Chief Quality Officer taken from meetings with relevant community and government stakeholders, in particular with the key external quality partner QIP and consultants;
- In liaison with the Chief Quality Officer develop service initiatives with stakeholders and ensure initiatives reflect current service user and community needs;
- Positively promote the work of **safe steps** in the Family Violence Sector, broader social services sector and the community at large.
- Work with the Training Officer to provide community education on **safe steps** services and the dynamics and impacts of family violence to stakeholder groups as required.

Compliance and Risk Management

- Recommend mitigation or risk reduction strategies to the Chief Quality Officer;
- Review work practices to ensure consistencies with current legislation such as OH&S, Privacy and anti-discrimination;
- Support an 'end-to-end' approach to leading and complying with all quality audit processes.

Reporting and Administration

- Contribute to internal communication systems processes;
- Adhering to Occupational Health and Safety Standards and assuming responsibility for the

proper use of all equipment and the monitoring of the environment to ensure safe practice;

- Evaluate service model and client outcomes, predict and respond to service trends, participate in quality assurance and continuous improvement strategies.
- Ensuring the accountability report are produced in an accurate and timely manner;
- Regularly attend and positively engage in professional supervision provided by the Chief Quality Officer;
- Regularly attend and positively contribute to team meetings and staff meetings;
- Abide by all organisational policies and procedures, including all workplace health and safety measures.

4. KEY SELECTION CRITERIA

Essential

- Demonstrated experience in a Quality officer role preferably in the non-for profit sector;
- Demonstrated experience in document writing and document management systems;
- Demonstrated experience in a presenting to the broader business, on all things Quality;
- Comprehensive understanding of quality and risk management principles, frameworks and methodology;
- Well-developed interpersonal and communication skills with an ability to liaise with a diverse work group;
- Experience in the accreditation processes including performance and coordinating internal audits and preparation of relevant documentation;
- Ability to manage competing priorities and meet strict deadlines;
- A current Victorian Drivers Licence; A current Working With Children Check;
- Willingness to undergo a National Police Check (and/or international if required);
- Willingness to commit to the living expression of **safe steps** values; courageous, feminist, empowering, ethical respectful, collaborative, reflective.

Desired

- Cert IV Training and Assessment;
- Knowledge and understanding of DHHS and QIP standards;
- Ability to make sound judgements and demonstrated initiative;
- High degree of competence with Microsoft Office programs and demonstrated proficiency in IT applications.

5. EQUAL OPPORTUNITY EXEMPTION

safe steps is exempt from the provisions of the Equal Opportunity Act 2010 which would otherwise require the appointment to this position to be a on non-gender specific basis. Applications for this position will be considered from women only (Exemption H42/2017).

6. IMPORTANT INFORMATION

- All offers of employment are subject to satisfactory background checks including a National Police Check (including an international police check if resided continuously in an overseas country for 12 months or more in the last ten years), Working with Children Check, disclosure of previous or current disciplinary action, referee checks, proof of eligibility to work in Australia and qualification checks.
- Where background checks are not to the satisfaction of **safe steps** in its absolute discretion, the offer of employment may be retracted or terminated.
- If you are offered employment with **safe steps** and are not currently an existing employee you will be required to disclose full details of any pre-existing injuries or illness that may be affected by the work and/or undergo a health assessment. The disclosure/health assessment is conducted to ensure you have the health and mental capacity to meet the requirements of the position and to identify any adjustments that may need to be made in the workplace. Failing to notify or hiding a pre-existing injury or illness which might be affected by the nature of the proposed employment, could result in that injury or illness being ineligible for future compensation claims.

7. REMUNERATION

An attractive salary based on skills and experience will be offered. Salary packaging is available. This position does not attract penalty rates.

8. HOURS OF WORK

The position will work 60.8 hours per fortnight **0.8** FTE. From time to time, it is expected additional hours will be worked, including after hours to support key initiatives and events.

7. STAFF ACKNOWLEDGMENT

I have received, reviewed and fully understand the position description.

Employee Name	
Employee Signature	
Date	

REVIEW OF THE POSITION DESCRIPTION

This position description is subject to review and may change in accordance with the needs of **safe steps** Family Violence Response Centre, its operations, and its clients and supporters.