

POSITION:	Quality Officer
REPORTS TO:	General Manager Risk and Quality
DIRECTS REPORTS:	None
KEY RELATIONSHIPS:	Internal - Manager Trauma Counselling, Manager Crisis Response, Senior Practitioners, frontline staff, People and Culture team, Quality and Risk team External – Sector Agencies, DVRC, FSV, Moteliers, Corporate Suppliers
POSITION STATUS:	

ORGANISATIONAL ENVIRONMENT

safe steps Family Violence Response Centre is a state-wide 24/7 service for women and children experiencing violence, providing immediate support, information, advocacy, referral and emergency accommodation. **safe steps** is the central point of contact for the specialist family violence service system across Victoria.

ROLE PURPOSE

In accordance with the purpose and values of **safe steps**, and within the budget and priorities set out in strategic and business plans, the Quality Officer drives the development and improvement of **safe steps** quality, risk and compliance systems that integrate and enhance the organisation's service delivery capability.

KEY RESPONSIBILITIES

Working across the organisation, the Quality Officer ensures compliance with safe steps policies, procedures, guidelines and documents to ensure compliance with government legislation, regulations, relevant professional standards and contractual requirements of funders:

- Working closely and in collaboration across the organisation, build and embed quality frameworks that are aligned to safeguarding our funding stream
- Drive and lead the Accreditation cycle
- Drive and lead the various Audit Cycles across the organisation by providing the appropriate tools, policies, processes, coaching and advice that is fit for purpose
- Develop and implement the Q1 frameworks for quality assurance and continuous quality improvement
- Develop, implement and streamline best practice quality assurance methods
- Evaluate service model and client outcomes, predict and respond to service trends, participate in quality assurance and continuous improvement strategies
- Develop and deliver training for the effective implementation of the Quality Management System, including the content and process for educating internal customers

OTHER REQUIREMENTS

- Build and maintain positive relationships with a broad range of stakeholders
- Regularly attend and positively contribute to team meetings and staff meetings
- Complete mandatory and other training as required
- Abide by all organisational policies and procedures, and workplace conduct and safety obligations.

KEY SELECTION CRITERIA

Essential

- Willingness to commit to the living expression of **safe steps** values: courageous, feminist, empowering, ethical respectful, collaborative, reflective
- A comprehensive understanding of quality and risk management principles, frameworks and methodology
- 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 methodologies
- Demonstrated experience in accreditation processes, including performance and coordinating internal audits and preparation of relevant documentation
- Demonstrated ability and commitment to supporting and positively promoting organisational change processes
- Excellent communication, interpersonal and negotiation skills and the capacity to work effectively independently as well as part of a team
- Ability to deal appropriately with stress and maintain composure
- Experience or demonstrated commitment to 24 hour service delivery
- Willingness to undergo a Working with Children Check and National Police Check.

Desired

- Knowledge and understanding of DHHS and QIP standards
- Experience working with ISO 9001 standards
- Proven ability to deliver on strategic projects within restricted timeframes and within resource allocation
- Experience in health or social services settings, particularly women's services or family violence

STAFF ACKNOWLEDGMENT

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.

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

Employee Name	
Employee Signature	
Date	