

Position Description



Quality Manager

This role is responsible for implementing a sound culture of continuous quality improvement and best practice utilising the DHS Quality Framework for Disability Services across SJOG ACCORD services. This quality improvement framework will be consistent with organisational, funding and legislative requirements.

Work Location: Greensborough/Mooroolbark (Ringwood from 2008)

Position reports to: General Manager, Capacity

Salary Package: To be negotiated

Reporting Relationships: Critical Internal Relationships:

- St John of God ACCORD Executive and Management Team
- St John of God Health Care (SJGHC) Group Clinical Risk Co-ordinator;
- SJOGHC Clinical Risk Management and Quality Committee

External Relationships:

- Department of Human Services Victoria
 - Department of FaHCSIA
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Organisational Environment

St John of God Accord is a dynamic support service organisation for people with disabilities. Our mission is devoted to maximising the individual's opportunities and potential, to realise their dreams and achieve a Quality of Life, as defined by them. We are leading the way in breathing new life and new beginnings into our industry.

Our four service principles are: self-determination, active participation, individualised support responses and community inclusion. We are striving to become a leader on both the national and international stage. We are currently developing an effective research program to remain a strong and competitive service organisation leading in best practice.

Accountabilities:

- › Implementation of the Quality Framework across SJOG ACCORD services
- › Ensure the Quality Framework reflects organisational, legislative and funding requirements and reflects evidence based best practice
- › Gap analysis against the Disability Services Industry and Outcome Standards and the development of a comprehensive plan to address gaps identified.

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- › Coordinate the completion of the reporting requirements laid out in the DHS Quality Framework and the FaHCSIA quality strategy. This is to include the State required Quality Action Plan and Self Assessment
 - › Implementation of a policy framework for the development and review of policies and procedures consistent with legislative and organisational requirements
 - › Coordinate the development of policies and procedures that support service delivery and care associated with evidence based practice. Policies will be consistent with the requirements of Disability Services' Industry and Outcomes Standards and any legislative or regulatory requirements
 - › Implementation of continuous quality improvement activities to monitor and evaluate service provision
 - › Co-ordinate the meetings and proceedings of the Quality Framework Reference Committee
 - › Liaise with St John of God Health Care, DHS and FaHCSIA to facilitate the implementation of the Quality Framework
 - › Make recommendations to the executive on the implementation and ongoing management of the Quality Framework
 - › Enthusiastically participate in activities of the leadership and management group
 - › Agree to a personal development plan and assiduously pursue professional and personal development opportunities
 - › Comply with organisational policy for occupational health and safety
 - › Support the Mission and Values of St John of God Health Care and SJOG ACCORD
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Key Selection Criteria:

- › Demonstrated experience in project management within a quality framework
- › Demonstrated experience and successful outcomes in an innovative project/s
- › Ability to communicate effectively with all key stakeholders
- › Excellent written and verbal communication skills
- › Demonstrated ability to think laterally and be creative

Highly Desirable

- › Experience in Quality Frameworks and organisational accreditation
 - › Familiarity and /or qualifications associated with disability sector service provision
 - › Computer literacy
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Employment Safety Screening Requirements

St John of God Accord is committed to selecting people able to provide quality services and a safe environment to our clients. All successful applicants are required to undergo additional employee safety screening.