



Position Description

Title	Manager - Quality and Compliance
Location	Mobile and Home Office Based
Award	Social, Community, Home Care and Disability Services Industry Award 2010
Classification	Social and Community Services Employee Level 7
Effective From	September, 2021
Authorised By	Chief Executive Officer

1. POSITION SUMMARY

The Manager - Quality & Compliance (The Manager) is a key leader within Your Say Advocacy Tasmania (AdvoTas), and reports to the Deputy CEO. The incumbent is responsible for providing leadership and managing a core range of functions, ensuring their work reflects organisational management standards.

The Manager supports the development and continuous improvement of the organisation, represents AdvoTas in various high-level sector and committee interactions and in meetings with key and strategic stakeholders.

The Manager is involved in establishing programs, procedures and work practices and works with a high level of autonomy as well as providing expert advice in multiple areas across the organisation.

2. SUPERVISION

The Manager reports to the Deputy CEO.

3. PRIMARY TASKS

- Provide exceptional management and leadership.
- Plan toward and work to achieve our strategic and operational priorities and objectives.
- Induct, train, upskill and proactively support employees to achieve requirements.
- Attend internal meetings, improve quality and provide guidance to employees.

- Represent and promote AdvoTas on various committees and groups and act as the primary contact key external shareholders, as required.
- Prepare internal, management and external reports, as required.
- Identify systemic issues or gaps in services and work to address these with the Deputy CEO.
- Maintain up to date knowledge, sector relationships, networks across focus areas and our work more broadly.
- Any other duties assigned having regard to classification level, skills, training and experience.
- Lead our compliance with external standards, including the:
 - Australian Service Excellence Standards
 - ISO 9001 Quality Management
 - National Standards for Disability Services
 - National Aged Care Advocacy Standards
 - Tasmanian Quality and Safety Standards; and
 - Competency Standards, such as the Rainbow Tick.
- Develop, maintain and report against an internal quality management system, ensuring compliance and quality against:
 - Internal policy and procedure
 - Quality and management systems; and
 - Key Performance Indicators.
- Drive our continuous quality improvement processes.
- Manage organisational record-keeping, particularly around registers, policies and procedures and client service records.
- Draft external program reports demonstrating the impact of our work across program areas.
- Develop and provide internal management reports that drive our internal performance.

4. LEVEL OF RESPONSIBILITY

The Manager works independently day-to-day and will need to make sound decisions based on established policies and procedures with the capacity to operate with a high degree of autonomy and to develop policy and procedure.

5. POSITION RELATIONSHIPS

The Manager must relate in an effective way with:

- The members of the Management Group
- AdvoTas employees
- Board of Governance members

- Clients, members and supporters
- External service providers; and
- Regulatory and funding body employees

6. SELECTION CRITERIA

6.1 A degree qualification in a relevant field or an equivalent combination of relevant experience, education and/or training, with substantial post-graduate management experience.

6.2 Experience implementing and working with quality management systems and standards.

6.3 Experience planning, implementing, and achieving continuous quality improvements.

6.4 Experience managing external and internal audit processes.

6.5 Experience developing, implementing and assessing performance against Key Performance Indicators

6.6 Experience developing internal management reports from data, focused on quality, consistency, and compliance with internal policy and procedure.

6.7 Highly developed communication and interpersonal skills and experience working with employees to meet required standards.

6.8 Highly developed written communication skills, including competency in:

- persuasive communication
- communication of complex ideas and information in plain and accessible English
- accurate and precise record keeping and documentation; and
- the creation of reports, dashboards, position papers, policies and procedures, and other documentation.

6.9 A strong commitment to human rights, social justice and diversity.

6.10 Excellent organisational skills with the ability to successfully manage workload and competing demands.

6.11 Sound information technology and reporting skills.

6.12 Access to a Work from Home Office that meets WHS standards, has good internet connectivity and can protect personal and sensitive information from being seen or overheard by others.

7. Qualifications and Certificates

7.1 A satisfactory national police check or ability to obtain it.

7.2 Current Registration to Work with Vulnerable People in Tasmania or ability to obtain registration.