

Authorising Officer: Executive Officer - Services

Position title	Practice Governance Quality Analyst (part-time 0.6 FTE)
Employee name	
Department	Services
Location	Central Office – Carnegie, with the need to travel to regional locations
Position reports to	Practice Governance Manager (PGM)
Positions reporting to this role	Nil
Financial delegation	Nil
Budget accountability	Nil

Work Environment (e.g Office based, Residential based, Community based)

This role is predominantly office based however regional travel may be required to fulfill the position requirements

Position Summary

The Practice Governance Quality Analyst is responsible to the PGM for the ongoing development, review, monitoring and evaluation of the organization wide Service Streams and related programs. The position's key focus is to strengthen practice systems and service delivery outcomes through the implementation of quality frameworks, systems and reporting processes.

The Practice Governance Quality Analyst is responsible for supporting the development and implementation of quality outcomes, outcomes evaluation and practice governance model developments, pilot trials of revised or new quality systems, complaints analysis and other quality system and process reviews.

This role forms an integral specialist position within the Practice Governance Team

Job Specification

Key Result Areas	Specific Key Responsibilities:
Communication	<ul style="list-style-type: none"> Promote positive relationships within all the service streams, and across all other service supports within the organisation and key stakeholders. Promote a constant state of site readiness for certification Participate in Management meetings as required
Project Management and Planning	<ul style="list-style-type: none"> Participate in projects as directed by the Executive Officer - Services, and the PGM Undertake the management and coordination of projects as agreed and directed. Provide formalised project reports and updates as required

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<p>Information & Knowledge Management</p>	<ul style="list-style-type: none"> • Participate in the development, implementation, and maintenance of efficient and effective information, knowledge and record management systems including strategic plans and objectives. • Participate in the practice Governance model implementation • Coordinate administration of reviewing key data in order to facilitate a strengthened quality knowledge management system and promote the development of outcome measurement across all service streams and service support networks
<p>Research</p>	<ul style="list-style-type: none"> • Contribute to the development of a formalized research agenda for the organization by providing direction and guidelines for the Executive team in accordance with accepted standards. • Ensure quality internal and external client-oriented research documentation • Contribute to quality outcomes for research project deliverables by conducting reviews, tests, and providing reports where appropriate • Work with the Practice Governance team to build and maintain repository for research deliverables, methodologies, and related developmental document
<p>Quality Management and Analysis</p>	<ul style="list-style-type: none"> • In conjunction with the Practice Governance Manager and Practice Governance team members, coordinate and support the Combined Services Division to implement the quality program and meet objectives as specified in the Strategic Plan. • Develop, implement and maintain systems and processes and support Regional Service Managers to meet the relevant legislative, Australian Standards and best practice requirements across all service streams. • Provide support in the coordination and management of the Practice Governance model across the organisation . Ensuring issues of practice development, corrective and/or preventative actions identified as a result are activated and completed. • Work with the Practice Governance team to implement standardised systems, models of service delivery, processes, procedures and documentation to provide a consistent quality evidence based approach across the organisation. • Gather and analyse data related to business and quality objectives. • Analyse data for each service stream to identify service themes and trends are monitored • Provide formal reports on quality outcomes from service streams and associated programs as required. • Assist with promoting a culture within the team of best practice in service delivery that is in line with the philosophy of the organisation's Practice Governance Model and standards. • Promote the philosophy of the quality standards and rights of people we support in the community and relevant stakeholders when appropriate; • Ensure necessary documentation is completed as required and according to the developed organisational processes. • Where required to promote and assist staff with the requirements of the organisation's quality framework. • Assist the PGM with the development of quality improvement plans and ensure actions are implemented and addressed within the relevant timeframes.
<p>Education and Learning</p>	<ul style="list-style-type: none"> • Network and build relationships with relevant internal service streams and supports, and external organisations in order to provide timely information on changes to practice or innovative programs to enhance services to clients and staff. • With Regional Service Managers and the Education & Learning Co-ordinator,

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	<p>ensure local education programs are in place and topics reflect current needs for clients and staff.</p> <ul style="list-style-type: none"> • Maintain and enhance own development of professional knowledge by participating in relevant internal and professional development courses. • Act as a Resource and Mentor for Practice Governance team members
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Person specification

Key Selection Criteria	
Essential	<p>Qualifications:</p> <ul style="list-style-type: none"> • Tertiary Qualification in one of the following disciplines: health, social policy, psychology, social work, quality management, business or equivalent. <p>Experience:</p> <ul style="list-style-type: none"> • Experience implementing and contributing to quality planning and reporting. <p>Skills and attributes:</p> <ul style="list-style-type: none"> • Analytical & high level problem solving; • Verbal and written communication skills; • Relationship building and networking abilities; • Results orientated and outcome focused; • Excellent interpersonal, presentation and communication skills; • Ability to analyse and interpret quality data; reporting and evaluating quality frameworks; monitoring and assessment of practice principles and impact; • High degree of integrity and a values driven approach; • Adaptability; • Team focussed; • Organisational commitment; • Sound judgement. • Ability to operate within a framework that promotes organisational values and well developed business and personal ethics. • IT literacy in Microsoft Office / Outlook / Excel
Desirable	<ul style="list-style-type: none"> • Experience and/or education in formal evaluation and review of community service programs. • Understanding of community service sector standards, particularly in the domain of Disability and Out of Home Care. • Experience in management, preparation and writing of tender submissions for research grants and projects. • Experience in report writing across areas of (but not limited to) evaluation, analysis, findings, formatting and presentation of practice and quality program frameworks.
Other requirements of the role(e.g. licences, professional memberships, registrations)	<ul style="list-style-type: none"> • Current Victorian Drivers Licence; • Satisfactory current clear police check; • Membership of relevant Professional Bodies would be highly regarded;

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I acknowledge that:

- Statements included in this position description are intended to reflect duties and responsibilities that I may be required to undertake and are not to be interpreted as being all inclusive
- I have read, understood and accepted the above position description and associated attachments.

Employee Signature:

Print name:

Date:

Line Manager Signature:

Print name:

Date:

Application details:

To apply for this role, please send a covering letter responding to the Key Selection Criteria and a CV to recruitment@tipping.org.au. Applications will close Friday 09 December, 2011.