

## POSITION DESCRIPTION

<b>Position title:</b>	Quality & Practice Development Co-ordinator		
<b>Program/Team:</b>	Quality Practice & Knowledge Team		
<b>Employment type &amp; hours:</b>	Full time 76 hours per fortnight		
<b>Award conditions:</b>	Social, Community, Home Care & Disability Services Award 2010	<b>Remuneration:</b>	Salary \$80,000
<b>Working from:</b>	Fortitude Valley		
<b>Reporting relationships:</b>	Reports to the Service Delivery Director; supervision of contractors as needed		
<b>Qualifying period:</b>	6 months	<b>Last review of PD:</b>	January 2018
<b>Primary purpose of position:</b>	This position works collaboratively in a small team responsible for improving service delivery quality, developing a strong practice culture at BYS that ensures excellence and using research and evidence to continually improve outcomes.		
<b>SELECTION CRITERIA</b> - Applicants shall be assessed against these selection criteria. Applicants need to provide written responses to the selection criteria below of up to four pages in total.			
<b>SELECTION CRITERIA</b>	<ol style="list-style-type: none"> <li>1. Understanding of and commitment to BYS vision, objectives and values.</li> <li>2. Thorough knowledge of, and experience in the delivery of services within the community sector e.g. housing, youth services, health, disability and /or AOD.</li> <li>3. Demonstrated experience in the development of practice frameworks, their implementation and associated policy/procedure and skill development in the community sector.</li> <li>4. Demonstrated knowledge of evaluation, monitoring and research practices and tools suited to the community sector.</li> <li>5. Demonstrated ability to use evidence to enhance practice quality through a cycle of continuous improvement.</li> <li>6. Demonstrated ability to lead, inspire, train and provide reflective practice supervision to professional staff.</li> <li>7. Demonstrated ability to prioritise work tasks to meet organisational reporting requirements.</li> <li>8. Highly developed interpersonal and communication skills.</li> </ol>		
<b>Qualifications, checks and references (mandatory)</b>	<ul style="list-style-type: none"> <li>• A tertiary qualification in Human Services, Social Work or similar, or substantial relevant work experience</li> <li>• Current Queensland driver's licence</li> <li>• Working with Children Suitability Positive Notice (Blue Card)</li> <li>• Three relevant referees, including current or most recent manager</li> </ul>		
<b>Experience:</b>	<ul style="list-style-type: none"> <li>• Previous management experience in the not for profit sector</li> <li>• Experience in developing and managing quality practice frameworks, policies and processes</li> <li>• Exposure to human services auditing processes</li> </ul>		
<b>Attributes:</b>	<ul style="list-style-type: none"> <li>• An ability to lead, motivate, and contribute in a positive way to the health of an organisation</li> <li>• Ability to work independently exercising a high degree of initiative, judgement and decision making</li> <li>• Strong analytical skills</li> </ul>		

	<ul style="list-style-type: none"> <li>• Consultative and collaborative working attitude</li> <li>• Commitment to a learning culture and ongoing professional development</li> <li>• Personal drive and integrity</li> </ul>
<b>KEY RESULT AREAS - Role and responsibilities</b>	
Service Delivery and Operations	<ul style="list-style-type: none"> <li>• Take the lead role in reviewing, updating and monitoring the BYS Practice framework and ensure its integration into service delivery across all BYS programs</li> <li>• Maintain quality systems to ensure BYS meets external accreditation requirements and delivers high quality services to clients</li> <li>• Manage the development and review of organisational policies and procedures and ensure alignment with relevant legislation, standards, contracts and client expectations</li> <li>• Provide practice leadership and support to managers and staff and participate in complex client case management</li> <li>• Develop an annual practice improvement plan, including training priorities for BYS and work with managers to ensure its effective implementation</li> <li>• Work collaboratively with the Research and Evaluation Coordinator to ensure service data and research is used to continually improve practice</li> <li>• Create, maintain and evaluate relevant tools and processes to support the identification, assessment and prioritisation of risks</li> <li>• Manage the client complaint process, ensuring timely and effective responses and associated reporting.</li> <li>• Maintain current knowledge of trends, policies and good practice in the provision of services to young people</li> <li>• Represent the organisation, in relevant networks and forums</li> <li>• Undertake other tasks as required</li> </ul>
People and Culture	<ul style="list-style-type: none"> <li>• Create a trusting, cohesive workplace environment where people can express opinions and those opinions are heard</li> <li>• Contribute as a member of the Service Managers Team</li> <li>• Develop and monitor performance plans, learning and development plans and self-care plans for team members</li> <li>• Model ethical behaviours and consistently apply ethical standards to self and others</li> <li>• Drive performance and accountability for achieving expected outcomes</li> </ul>
Administration	<ul style="list-style-type: none"> <li>• Manage all administrative functions relating to the role in accordance with relevant policies and procedures</li> <li>• Monitor and report performance against KPI's</li> <li>• Ensure appropriate records are created and maintained in accordance with relevant legislation and organisational policies</li> <li>• Provide monthly reports to the Board and as required to the Executive Management Team</li> </ul>

*This Position Description forms part of the performance management framework for the Quality & Practice Development Co-ordinator. As the successful applicant you are required to sign and date this Position Description to demonstrate your commitment to fulfil this role in accordance with the key result areas outlined above.*

<b>Employee Name:</b>		<b>Signature:</b>		<b>Date:</b>	
<b>Manager's Name:</b>		<b>Signature:</b>		<b>Date:</b>	