

## POSITION DESCRIPTION

<b>Position Title:</b>	Quality, Research and Innovation Senior Manager		
<b>Program/Team:</b>	Quality, Research & Innovation Team		
<b>Employment Type &amp; Hours:</b>	Full Time   76 hours per fortnight		
<b>Award Conditions:</b>	Social, Community, Home Care and Disability Services Award 2010 (SCHADS)	<b>Remuneration:</b>	Level 7
<b>Working From:</b>	McLachlan Street, Fortitude Valley and/or other BYS offices		
<b>Reporting Relationships:</b>	Reports to the Service Delivery Director (SDD) 4 direct reports		
<b>Probation Period:</b>	6 months		
<b>Primary Purpose of Position:</b>	The Quality, Research and Innovation Senior Manager plays a key role in ensuring BYS remains a leader in the delivery of programs and services for vulnerable young people and young families. This position will work closely with managers and the executive team to facilitate service growth aligned with strategic priorities and ensure BYS programs are high quality, evidence-informed, co-designed and tailored to address service gaps and needs.		
<b>SELECTION CRITERIA</b> - Applicants shall be assessed against these selection criteria. Applicants need to provide written responses to the selection criteria below of not more than two pages in total.			
<b>SELECTION CRITERIA</b>	<ol style="list-style-type: none"> <li>1. Commitment to BYS vision, values and strategic objectives;</li> <li>2. A comprehensive knowledge of contemporary policy and programs for young people experiencing homelessness and vulnerability;</li> <li>3. Demonstrated knowledge and skills in designing, implementing and evaluating innovative services for vulnerable young people which are evidence-informed and outcomes focussed;</li> <li>4. High level communication skills with experience preparing funding submissions, position statements, research, policy papers and/or delivering presentations;</li> <li>5. Ability to identify and lead continuous quality improvement;</li> <li>6. Demonstrated ability to develop and maintain strategic partnerships and positively influence stakeholders;</li> <li>7. Demonstrated leadership and management skills with the ability to inspire and motivate individuals to achieve desired outcomes.</li> </ol>		
<b>Education, Qualifications, Requirements (Mandatory)</b>	<ul style="list-style-type: none"> <li>• A tertiary qualification in Human Services, Social Work, Psychology etc with minimum 5 years' postgraduate experience in managing and developing community services;</li> <li>• Possession of, or working towards a relevant post-graduate qualification (desirable);</li> <li>• A current Queensland driver's licence;</li> <li>• Working with Children Suitability Card (Blue Card) / willingness to obtain a Blue Card prior to commencement;</li> <li>• Evidence of vaccination, immunity, or medical exemption for the following preventable diseases prior to commencement: Measles, Mumps, Rubella and Varicella (Chicken Pox); Pertussis (Whooping Cough); Hepatitis B (health team workers only) and COVID-19;</li> <li>• Three relevant references, including current or most recent manager.</li> </ul>		
<b>Skills &amp; Experience</b>	<ul style="list-style-type: none"> <li>• Significant experience in a frontline human service setting;</li> <li>• Experience in engaging with marginalised and vulnerable people in participatory process – including quality, research, evaluation or co-design activities;</li> <li>• Sound risk management skills;</li> <li>• Demonstrated skills in evidence-based service design;</li> <li>• Team management skills.</li> </ul>		

<b>Attributes</b>	<ul style="list-style-type: none"> <li>• Personal drive and integrity;</li> <li>• Consultative and collaborative working attitude;</li> <li>• Flexible, initiative, collaborative, inclusive, respectful, ethical, accountable;</li> <li>• Commitment to a learning culture and ongoing professional development;</li> <li>• Demonstrate leadership qualities including the ability to mentor, support and guide;</li> <li>• Ability to work autonomously with high levels of discretion;</li> <li>• Well organised with the ability to prioritise and execute tasks and strategies within agreed timeframes.</li> </ul>
<b>KEY RESULT AREAS - Role and responsibilities</b>	
<b>Quality, Research and Innovation</b>	<ul style="list-style-type: none"> <li>• Maintain current knowledge of government policy, best practice research and service delivery trends, across the community/youth sector, assessing their potential impact on proposed, existing and new opportunities/ services at BYS;</li> <li>• Develop a Service Delivery Growth Plan that identifies the quality improvements, service gaps and new programs needed for BYS to meet its Strategic Plan 2022-2025 goals;</li> <li>• Facilitate the development of new service offerings to meet the emergent and complex needs of young people and young families including consultation with internal and external stakeholders - underpinned by research, evaluation data and participatory youth engagement strategies;</li> <li>• Lead quality and risk management reporting from the Quality Management System;</li> <li>• Lead BYS participation in auditing processes e.g., Human Services Quality Framework (HSQF) and National Regulatory System for Community Housing (NRSCH);</li> <li>• Oversee the development/review/update of service delivery policies and procedures and monitor compliance with contractual and legislative requirements;</li> <li>• Oversee complaint management and respond to emerging trends to improve service delivery;</li> <li>• Support and manage the quality, research, evaluation and youth engagement activities of the organisation;</li> <li>• Develop and manage MOU's to support research, innovation and service delivery partnerships;</li> <li>• Participate in planning processes with managers to ensure team programs and plans are aligned to the BYS Practice Framework, the Service Delivery Growth Plan and the BYS Strategic Plan 2022-2025;</li> <li>• Monitor relevant funding opportunities and present to SDD/Executive Management Team (EMT) for strategic decision making;</li> <li>• Lead and/or collaborate in the development of funding proposals and grant applications;</li> <li>• Facilitate and/or develop BYS' written submissions for government and sector consultations;</li> <li>• Provide strategic advice to the SDD, and EMT, as well as service delivery managers, regarding legislative, contractual and compliance standards and practice quality in community services delivery.</li> </ul>
<b>People, Culture, Safety</b>	<ul style="list-style-type: none"> <li>• Create and lead an organisational culture of individual growth, coaching and development;</li> <li>• Drive a culture of collaboration and partnership aligned with the organisation's values;</li> <li>• Lead and model a culture of continuous improvement;</li> <li>• Create and lead a trusting, cohesive environment where people can express opinions and those opinions are heard;</li> <li>• Drive performance and accountability for achieving expected outcomes;</li> <li>• Model ethical behaviours and consistently apply ethical standards to self and others;</li> <li>• Undertake and participate in staff training and development activities as required;</li> <li>• Employees must ensure a healthy and safe workplace for all by adhering to BYS <a href="#">Work Health and Safety Policy</a>, Procedures and Practices;</li> <li>• Provide effective supervision to all team members and maintain supervision records in line with BYS policies;</li> <li>• Protect and promote the rights of children and young people, including making decisions compatible with the <i>Human Rights Act 2019</i>; and responding to and reporting suspicions and disclosures of abuse or harm.</li> </ul>

<b>Administration</b>	<ul style="list-style-type: none"> <li>• Manage all administrative functions relating to the role in accordance with relevant policies and procedures;</li> <li>• Submit and approve timesheets and leave requests accurately and on time on a fortnightly basis. Ensure appropriate records are created and maintained in accordance with relevant legislation and organisational policies;</li> <li>• Provide monthly managers reports, or other documents as required to the Executive Management Team;</li> <li>• Undertake any other tasks as required.</li> </ul>
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*The changing demands of BYS's organisation requires it to have reasonable flexibility in stipulating the duties that you will undertake from time to time. You will be required to perform any other duties for which you have the appropriate skill and/or training which are assigned to you by BYS, and these responsibilities do not limit what may be reasonably be requested of an employee during the course of their employment. 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's Name:</b>		<b>Signature:</b>		<b>Date:</b>	
<b>Manager's Name:</b>	Di Mahoney	<b>Signature:</b>		<b>Date:</b>	