

POSITION DESCRIPTION

Position Title:	Quality & Practice Development Manager		
Program/Team:	Quality, Research & Innovation Team		
Employment Type & Hours:	Full time 76 hours per fortnight		
Award Conditions:	Social, Community, Home Care & Disabilities Services [SCHADS] Award 2010	Remuneration:	6.1
Working From:	McLachlan Street Fortitude Valley and/or other BYS offices		
Reporting Relationships:	Reports to the Quality Research & Innovation Senior Manager		
Qualifying Period:	6 months		
Primary purpose of position:	The Quality & Practice Development Manager works collaboratively with the Executive Management Team [EMT], BYS managers and staff to ensure high quality service provision, continuous quality improvements, and the development of a strong practice culture at BYS. The role ensures excellence through using research, practice knowledge and evidence to continually improve outcomes. The position plays a key role in policy and procedure development, service delivery risk and audit management and client complaint management.		
SELECTION CRITERIA - Applicants shall be assessed against these selection criteria. Applicants need to provide written responses to the selection criteria below of not more than two (2) pages in total.			
SELECTION CRITERIA:	<ol style="list-style-type: none"> 1. Understanding of and commitment to BYS vision, objectives, and values; 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; 3. Demonstrated experience in the development of practice frameworks, their implementation and associated policy/procedures/resources and skill development in the community sector; 4. Demonstrated knowledge of quality frameworks and experience establishing and maintaining quality improvement systems; 5. Demonstrated ability to use evidence to enhance practice quality through a cycle of continuous improvement; 6. Demonstrated ability to lead, inspire, train, and facilitate reflective practice to support professional staff; 7. Highly developed interpersonal and communication skills. 		
Education, Qualifications, Requirements (Mandatory):	<ul style="list-style-type: none"> • A tertiary qualification in Human Services, Social Work or comparable qualification OR substantial demonstrated work experience; • Current Queensland driver's license; • Working with Children Suitability Card (Blue Card) / willingness to obtain a Blue Card prior to commencement; • Evidence of vaccination, immunity, or medical exemption for the following preventable diseases prior to commencement: Measles, Mumps, Rubella and 		

	<p>Varicella (Chicken Pox); Pertussis (Whooping Cough); Hepatitis B (health team workers only) and COVID-19;</p> <ul style="list-style-type: none"> • Three relevant referees, including current or most recent manager.
Skills & Experience:	<ul style="list-style-type: none"> • Previous management experience in the not-for-profit sector; • Experience in developing and managing quality practice frameworks, policies, and processes; • Exposure to human services auditing processes.
Personal Attributes:	<ul style="list-style-type: none"> • An ability to lead, motivate, and contribute in a positive way to the health of an organisation; • Ability to work independently exercising a high degree of initiative, judgement and decision making; • Strong analytical skills; • Consultative and collaborative working attitude; • Commitment to a learning culture and ongoing professional development; • Personal drive and integrity;
KEY RESULT AREAS - Role and responsibilities	
Service Delivery:	<ul style="list-style-type: none"> • Monitor and review the BYS Practice Framework and ensure its integration into service delivery across all BYS programs and teams; • Develop practice resources to support staff and provide training/coaching; • Lead and manage BYS involvement in external accreditation processes; • Ensure compliance standards are met and high-quality services are being delivered to clients; • Manage the development and review of organisational policies and procedures and ensure alignment with relevant legislation, standards, contracts, and client expectations; • Provide practice and policy leadership, advice, and support to EMT, managers/staff; • Provide practice support to staff/managers for complex client work; • Work with staff, managers and EMT to identify, mitigate and manage service delivery risks; • Lead and/or support the implementation of the Quality Management System [QMS] at BYS; • Manage the Continuous Quality Improvement group, ensure participation, collaboration and input from relevant managers and staff to achieve priority quality improvements; • Lead and manage the BYS complaints management process ensuring timely and effective responses and support staff/managers to proactively address arising issues; • Maintain current knowledge of trends, policies, and good practice in the provision of services for young people; • Collect and maintain accurate client data, to contribute to monitoring, evaluation, and reporting on program performance; • Participate in both quantitative and qualitative data collection to support BYS continual quality improvement; • Represent the organisation, in relevant networks and forums; • Where agreed with the Line Manager supervise students; • Transport groups and individuals to appointments, meetings, and any other activities as required; • Undertake other tasks as required.

People, Culture, Safety:	<ul style="list-style-type: none"> • Contribute to a culture of respect, optimism, accountability, and resilience in line with the organisation’s values; • Participate as a collaborative and supportive team member, contributing to the overall effectiveness of the team and outcomes for young people; • Participate in staff meetings, service reviews and organisational planning; • Attend supervision with Line Manager [at least monthly] to monitor the service and performance; • Undertake and participate in staff training and development activities as required; • Drive performance and accountability for achieving expected outcomes. Model ethical behaviours and consistently apply ethical standards to self and others; • 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; • Employees must ensure a healthy and safe workplace for all by adhering to BYS Work Health and Safety Policy, Procedures and Practices;
Administration:	<ul style="list-style-type: none"> • Manage all administrative functions relating to the role in accordance with relevant policies and procedures; • Submit e timesheets and leave requests accurately and on time on a fortnightly basis, ensuring appropriate records are created and maintained in accordance with relevant legislation and organisational policies; • Provide monthly managers reports, or other documents as required to EMT.

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.

Employee Name:		Signature:		Date:	
Manager Name:		Signature:		Date:	