

Position Description

Title	Quality and Compliance Manager
Employment Type	Part time 0.6 to 0.8 EFT
Reports to	Executive Manager, Corporate Services
Direct reports	0
Work Location	Geelong
Date of review	March 2021

About The Sexual Assault & Family Violence Centre (The SAFV Centre)

Operating across the Barwon, West Melbourne and Wimmera areas of Victoria, The SAFV Centre offers a full suite of services for people impacted by sexual assault and women and children impacted by family violence. Our services include:

- 24-hour crisis care for victims of recent sexual assault and family violence, including advocacy and access to medical care and justice services;
- Intensive case management and court support for women and children who have or are experiencing family violence;
- Therapeutic counselling and group programs for women and children who have experienced family violence; and adults, young people and children who have experienced sexual assault (including support for non-offending family members and friends);
- Access to high security crisis accommodation for women and their children assessed as being at high risk of further harm; and
- Early intervention services for children and young people under the age of 17 years who have engaged in problematic or abusive sexualised behaviours, and young people engaging in family violence behaviours.

Our organisation also delivers professional training and community awareness activities and we participate in a range of prevention activities to promote gender equality and negate violence supportive attitudes and cultures.

Our services are informed by feminist philosophy and we provide empowering, respectful and inclusive services. Our organisation's practice approach is shaped by contemporary research and evidence that highlights what is most effective when working with people who have been impacted by the trauma of sexual assault and family violence.

Our services also exist within the broader context of the Barwon Multi-Disciplinary Centre (MDC), a highly successful model of co-location between our organisation, Victoria Police Sexual Offences and Child Abuse Investigation Team (SOCIT) and the Family Violence Police Unit and staff from the Department of Health and Human Services Child Protection practitioners. In this specialised model, partner organisations work together to support adult and child victims from first disclosure of sexual assault or family violence to investigation and criminal prosecution. As a key partner, our organisation provides a highly specialised response for people who are impacted by the trauma of sexual assault and family violence within an integrated and seamless environment.

In addition, our organisation is a partner in The Orange Door (otherwise known as Support and Safety Hub). The Orange Door includes a mix of staff employed by Family Safety Victoria and staff from Community Support Organisations in the Barwon area, including The SAFV Centre. By bringing together different workforces and practices, The Orange Door provides an integrated team and consolidated access point for:

- women, children, young people and families experiencing family violence;
- perpetrators of family violence; and

- families in need of support with the care, development, and well-being of children.

About the Role

Purpose

The Quality and Compliance Manager is responsible for the SAFV Centre's quality and compliance management processes. Reporting to the Executive Manager, Corporate Services, the position facilitates a culture of continuous improvement and would best suit a person who has an understanding of the needs of our organisation and can provide a high level of expertise across various functions.

With an aptitude for planning and attention to detail this role is responsible for:

- Organisational compliance with relevant legislative and funding body requirements.
- All elements of the Quality Management System (QMS) including maintaining and delivering the QM Roadmap.
- Managing quality systems and ongoing compliance across all areas of the organisation, including for example: Department of Human Services Standards, ISO 9001:2016 Quality Management Systems – Requirements, Family Violence Multi-Agency Risk Assessment and Management (MARAM) Framework and the Child Safe Standards.

Position Accountabilities

Quality Assurance and Compliance

- Implement and maintain the QMS and QM Roadmap processes ensuring alignment with governance systems and strategic planning.
- Lead and resource the Quality Management Committee.
- Manage and monitor organisational compliance required by relevant Acts, Legislation, Standards, and funding body requirements including
 - Ensuring that funding body reporting requirements are delivered.
 - Monitoring and reporting QMS objectives and targets.
- Work collaboratively to support the delivery of compliant, high quality client services throughout the service delivery lifecycle.
- Identify, coordinate, and embed continuous improvement opportunities including the management of and learnings from client feedback.
- Lead the external quality audits including liaising with external auditors and working with Managers to address findings.
- Plan and conduct internal audits and self-assessments working with Managers and Executive to improve processes.
- Utilise risk-based thinking to incorporate an approach that identifies preventative actions and proactive behaviour.
- Manage all aspects of the document control processes.

Change and Project Management Support

- Utilise Project Management principles to scope, plan and manage activities.
- Utilise Change Management principles to ensure that opportunities for improvement are progressed and embedded in a way that supports sustainability.

Key Selection Criteria

Please address each of the selection criteria listed under Essential Qualifications and Experience as well as Essential Skills and Knowledge.

While addressing the selection criteria, the applicant is asked to show where they have knowledge of the implementation and management of the following:

- ISO 9001 Quality Management Standard
- Compliance with relevant legislative, funding body requirements and standards.

Essential Qualifications and Experience

- Quality Management Certification.
- Project and Change Management Certification, or experience.
- A minimum of 3 years' experience in a similar Quality Management role.
- Experience managing a structured QMS that includes Legislative and Government funding compliance requirements.
- Experience in managing all aspects of external audits and internal self-audits which cover various functions.

Essential Skills and Knowledge

- Strong relationship building, engagement and communication skills (verbal and written).
- Excellent time management and organisational skills.
- Demonstrated ability to work autonomously and collaboratively.
- Ability to maintain a secure work environment and adherence to privacy guidelines.
- An independent problem solver who can identify issues and make recommendations.

Other

- Commitment to the vision, values, and purposes of The SAFV Centre.
- Commitment to continuous quality improvement and cultural equity in service delivery.
- Current Victorian Driver's Licence.

Referees

Applicants must provide the name and current contact details of 2-3 professional referees including the most recent or current supervisor.

Period of Appointment

This position is ongoing.

Hours of Work

- The position is part time – 0.6 to 0.8 FTE.
- Location of the position is at the Geelong office
- Hours will usually be worked during business hours of 9.00 am to 5.06 pm between Monday to Friday.
- The days are based on the needs of the service.
- Flexibility in working hours will be required from time to time as the need arises.

Salary and Conditions

Industrial Instrument:

- Annual salary will be paid in accordance with the current industrial instrument, The Sexual Assault & Family Violence Centre Enterprise Agreement 2018, and classified as a Business Services Administration and Support Services Level 5 Employee. Annual salary is \$96,122.52 plus superannuation (pro rata for part time).
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- Salary Packaging: Provided via Maxxia. PBI status with other expenses available to package above this cap. The Sexual Assault & Family Violence Centre is a Public Benevolent Institution.
- Superannuation: The employer will also make superannuation payments on your behalf in accordance with the *Superannuation Guarantee (Administration) Act 1992*.
- Probationary Period - 6 months with a review conducted during this time.

Employee Responsibility – Mandatory prior to commencement

Employee expense:

- Valid Working with Children Check
- National Police Records Check – renewed every 3 years of employment at employee expense

Other

This position description is subject to review and may change in accordance with the needs of our organisation; including our operations, our clients and our stakeholders.