

## POSITION DESCRIPTION

Position Details	
<b>Position Title:</b>	Manager - Quality and Service Standards
<b>Focus Area:</b>	Executive
<b>Location:</b>	Darwin
<b>Classification:</b>	8
<b>Reports to :</b>	CEO
<b>Positions under responsibility</b>	Nil
<b>Hours</b>	Full time 38 hours per week
<b>Date Approved/ Registered:</b>	

Melaleuca Refugee Centre (MRC) provides a range of services to people from refugee backgrounds who are newly arriving into the Northern Territory. These services include settlement services, provision of a Program of Assistance to Survivors of Torture and Trauma, Refugee Health and access to a range of community development programs that enable the people we support to experience caring communities.

### THE ROLE

Working collaboratively and collegially as an integral member of the Executive, The Manager -Quality assurance and standards will establish best practice and compliance systems that inform direct client service leadership as well as lead programme evaluations and development of service reports. This means the incumbent will monitor client service delivery against contract KPI's, generate reports to the CEO and Funders as well as highlighting emerging trends.

### DUTIES AND RESPONSIBILITIES

#### 1. Advisory

- a. Monitor client service delivery against contract KPI's and provide CEO with fortnightly reports of outputs
- b. Generate service reports for on outcomes and emerging trends for CEO on quarterly basis or as required.
- a. Monitor, analyse and predict client service needs and industry trends and provide advice to the CEO for consideration on future directions
- b. Track the organisations Strategic Plan against Key Objectives
- c. Provide advice to the CEO about the implementation strategies for the role out of the National Mental Health Standards, and monitor the roll out process and compliance uptake.

#### 2. Quality Standards and audits

- a. In consultation with the CEO establish a range of service auditing tools that can be used across the organisation to track compliance against contracts
- b. Undertake the audits of service compliances and inform the CEO of the outcome as per the agreed timeframes and frequencies
- c. Establish a framework for tracking all contract reporting that is due to the various funders
- d. Lead the generating of contract reporting.
- e. Develop Standard Operating Procedures (SOP) and client service policies & Practices for all client services and provide training to staff on compliance with the SOP and policies.
- f. Lead the review of SOPs and Service Policies & Practices
- g. Ensure appropriate outcomes measures in place across client services and programs including effective program and service evaluation
- h. Provide training to all staff on the compliance aspects and monitoring tools developed to ensure they are fully across this.
- i. Lead the implementation of Service Quality Assurance

### **3. Trauma Practice Development**

- a. Source training and professional development for all staff on Trauma informed practices in collaboration with the FASSTT Network to support the maintenance of Melaleuca's commitment to Trauma Informed Care
- b. Collaborate with the FASSTT Network to Maintain sector training on Trauma Informed best practice

### **4. Stakeholder Engagement**

- a. Works collaboratively with service teams to share resources and tools that inform improved client outcomes
- b. Builds professional networks and develops meaningful relationships with key stakeholders of government, industry and community to promote and support the delivery of services for clients.
- c. Proactively supports and cultivates cross organisational support and a team approach to service delivery.

### **5. Administration and Reporting**

- a. Input into the development and writing of funding applications.
- b. Participate in benchmarking, data collection, continuous improvement and knowledge sharing across the FASSTT network and/or other networks as agreed with the CEO
- c. Preparation of timely reports that meet legislative and internal requirements.
- d. Ensure accurate and consistent service records are maintained across all services in line with Organisation standards and procedures,

### **6. Organisational Maintenance**

- a. Working under Melaleuca's values of client focus, inclusion, accountability and respect.
- b. Ensure regulatory compliance in relation to Work Health and Safety, in accordance with Melaleuca's safety policies and practices.
- c. Attendance at training courses and conferences as required.
- d. Work co-operatively as a member of the Melaleuca team.
- e. Participate in supervision and debriefing as required.
- f. Actively contribute to the continuous quality improvement of the organisation
- g. Attend meetings, training, team building and other forums where relevant.
- h. Being flexible and moving between programs and offices as required,
- i. Contributing to agency key performance indicators.
- j. Being an ambassador for Melaleuca at all times.
- k. Support a work environment that is free from discrimination, harassment, bullying and refrain from engagement in any activities that may be offensive, humiliating, uncomfortable for; or derogatory towards; other staff or the community.
- l. Undertake other duties as required

## **SKILLS, KNOWLEDGE, EXPERIENCE, QUALIFICATIONS AND/OR TRAINING**

### **Essential**

1. Tertiary qualifications in a relevant human services field (e.g nursing, allied health) or quality related field, together with demonstrated knowledge and experience in community services sector.
2. Demonstrated effective leadership skills,
3. Demonstrated success in the development, implementation and evaluation of policies, procedures and systems related to the provision of quality customer services
4. Sound knowledge of compliance processes, risk management and continuous quality improvement principles
5. Excellent verbal and written communication skills including, public speaking, negotiating and report writing.
6. Demonstrated ability to develop effective internal and external relationships at senior level.
7. Current and valid NT driver licence and current National Police Clearance and Working with Children Check Clearance (Ochre Card).
8. Australian Citizenship, Residency Status or Visa allowing unrestricted work rights.

### **HIGHLY DESIRABLE:**

1. Highly demonstrated experience working with and providing services to, people from culturally and linguistically diverse backgrounds.
2. Relevant professional registration e.g. AHPRA, AASW.

### **TO APPLY**

**Email your resume and cover letter to [chenoa.ellison@melaleuca.org.au](mailto:chenoa.ellison@melaleuca.org.au) with Reference Code MQSS1020 no later than 14 November 2020.**