

## JOB DESCRIPTION

<b>TITLE OF POSITION</b>	<b>Head of Strategic Relations &amp; Quality</b>
<b>CLASSIFICATION LEVEL</b>	<b>Lutheran Care Level 7</b>
<b>PROGRAM</b>	<b>Executive Operations</b>
<b>LOCATION</b>	<b>Sefton Park</b>

### OVERVIEW

Lutheran Care provides community services on behalf of the Lutheran Church in South Australia and Northern Territory through a range of programs. We support communities through responding to the needs of individuals and families, community development, learning opportunities, accommodation and disability support. Current programs include emergency relief, financial counselling, family support and education, foster care, housing and family shelter and NDIS disability services. Lutheran Care is committed to reducing barriers encouraging inclusion and participation in the community of people all ages, genders, Lesbian, Gay, Bi-Sexual, Transgender, Intersex and Queer (LGBTIQ) people, Aboriginal and Torres Strait Islander (ATSI), culturally and Linguistically Diverse (CALD) backgrounds and those with a disability.

### ROLE SUMMARY

Reporting directly to the Chief Executive Officer, you will add a strategic and innovative approach to Lutheran Care's path toward continued growth and excellence in our sector. Our eyes are firmly on the future with our plan to harness new technologies and expand our service offerings and footprint in innovative ways. At the discretion of the Chief Executive Officer, programs assigned to your portfolio may change from time to time to meet the business needs of LC. Your aims and objectives in this role are to:

- Develop and maintain relationships with Government, sector and community stakeholders to assist in informing LC strategy and planning
- Provide analysis, advice and operational leadership of LC's tender and grant submissions
- Design and deliver an organisational data framework to support LC's organisational transformation and growth
- Provide strategic and operational leadership of LC's accreditation and quality assurance requirements in collaboration with service delivery business units
- Lead organisational time-limited projects and/or pilot programs as requested

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## **REPORTING RELATIONSHIPS AND ACCOUNTABILITY**

The Head of Strategic Relations & Quality reports to the Chief Executive Officer (CEO)

## **SPECIAL CONDITIONS**

Any offer of employment is subject to;

- A current and satisfactory Department of Human Services Working With Children Check
- A current and satisfactory National Criminal History Check
- A current and satisfactory NDIS Worker Check
- A current and unrestricted Australian Driver's Licence and the ability and willingness to regularly drive in the course of your employment
- Possession of a registered and roadworthy vehicle available for work use (employees reimbursed for work travel)
- Travel throughout the region and/or interstate as required
- Availability for some out of ours work, including overnight stays as required
- Evidence of COVID-19 vaccination (1<sup>st</sup> & 2<sup>nd</sup> dose)

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<b>Organisational Data</b>	<ul style="list-style-type: none"> <li>▪ Collect and analyse data and evaluation reports to improve planning processes and services provided</li> <li>▪ Develop sustainable, integrated data solutions/dashboards/tables that relate to LC's business</li> <li>▪ Generate insights to support operational/strategic decision making through data collection and analysis</li> <li>▪ Identify the underlying cause of systemic and organisational issues through research and analysis of data</li> <li>▪ Identify data gaps and partner with operational leads to find solutions to address these gaps</li> <li>▪ Provide an agile response to requests for data insights from the CEO and Executive Team</li> </ul>
<b>Quality Assurance</b>	<ul style="list-style-type: none"> <li>▪ Hold accountability for the successful maintenance of LC's accreditation across a number of quality frameworks in collaboration with subject matter experts.</li> <li>▪ In partnership with subject matter experts, maintain audit and compliance requirements for funding and/or licencing agreements</li> <li>▪ Lead the development of quality management systems to ensure the mechanisms for continuous improvement add value for LC</li> <li>▪ Oversee the development and maintenance of LC's Policy &amp; Procedures framework</li> <li>▪ Ensure that processes are in place to ensure that policies and procedures are developed, implemented and reviewed and that staff, clients and volunteers understand and are involved in these processes</li> <li>▪ Create and implement a workforce consultation framework in relation to organisational change</li> <li>▪ Identify initiatives for improving organisational systems and processes</li> </ul>
<b>Leadership and Management</b>	<ul style="list-style-type: none"> <li>▪ Role model visionary and exemplary leadership and commitment to Lutheran Care's Vision, Values and Strategic Plan</li> <li>▪ Provide leadership, supervision, performance review and development plans, performance management and effective working relationships with relevant staff and volunteers under your line management.</li> <li>▪ Where appropriate, lead change agendas, generating workforce readiness through timely communication and support strategies to enable people to succeed.</li> </ul>

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## PERSON SPECIFICATION

### REQUIRED QUALIFICATIONS, SKILLS, KNOWLEDGE, EXPERIENCE AND ABILITIES

- Tertiary qualifications in a relevant discipline such as: Business, Social Sciences, Law, IT, Project Management, Health/Allied Health and preferably combined with experience within the human services sector
- Proven high level interpersonal skills to build and sustain collaborative relationships with stakeholders, peers and clients
- Demonstrated ability to think and act in a strategic manner
- Knowledge of all levels of Government and a demonstrated ability to work effectively with various stakeholders
- Ability to understand and analyse a complex organisation and navigate a complex funding environment
- High level verbal and written skills to co-ordinate and produce briefings, submissions and reports for decision making by Senior Executives and stakeholders
- Professional experience in business and tender writing or similar role
- Demonstrated skills in research and analysis, including the ability to develop and implement effective systems and
- An ethical approach which demonstrates a high degree of personal integrity and credibility
- Flexible and organised approach to achieving outcomes within tight timeframes, under pressure and with competing priorities
- An understanding of diversity and the ability to work cross-culturally.
- Appreciation and acceptance of LC's Philosophy and Values and a commitment to work towards achieving LC's Strategic Plan.

### ACKNOWLEDGEMENT:

Staff will be consulted over major changes to their position descriptions, however, duties and responsibilities may vary from time to time to maintain "Best Practice" standards of service delivery. You may be assigned other duties as reasonably requested within your level of skills and qualifications.

I have received, reviewed and fully understood the job description. I further understand that I am responsible for the satisfactory execution of the essential functions described therein, under any and all conditions as described.

Employee: \_\_\_\_\_ Witness: \_\_\_\_\_ Date: \_\_\_\_\_

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