

JOB DESCRIPTION

TITLE OF POSITION	Policy and Quality Officer
CLASSIFICATION LEVEL	Level 5
PROGRAM	Executive Operations
LOCATION	Sefton Park

OVERVIEW

Lutheran Care provides community services 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, homelessness and housing 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 to the Head of Strategic Relations & Quality you are responsible for ensuring that Lutheran Care (LC) complies with quality service standards, licensing requirements, legislation and relevant policies in collaboration with service delivery business units. You will be responsible for developing new policies that reflect modern management practices and the culture of the organisation. You will contribute to LC's Organisational Risk Framework and monitor continuous improvement through this mechanism.

REPORTING RELATIONSHIPS AND ACCOUNTABILITY

This role reports to the Head of Strategic Relations & Quality and works across the organisation, in particular with the Executive Team and Service Delivery leadership.

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

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- 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
- Evidence of COVID-19 vaccination (1st & 2nd dose)

CORE BEHAVIOURS/ RESPONSIBILITIES

ROLE:	LC STAFF RESPONSIBILITIES AND DUTIES:
LC Culture	<ul style="list-style-type: none"> ▪ Model ethical behaviour and practice consistent with the Code of Conduct and stated values. ▪ Adhere to and support LC's policies and procedures. ▪ Comply with Professional Codes of Conduct
Teamwork	<ul style="list-style-type: none"> ▪ Prioritise the work of the LC Executive Team, faithfully representing and supporting decisions made ▪ Contribute to maintaining a supportive team environment by communicating with team members, staff and volunteers in a positive and encouraging manner. ▪ Support LC's senior management team's decisions and ensure that instructions are carried out. ▪ Identify and alert management to any emerging issues or critical incidents that may impact upon the growth, stability and sustainability of LC's program/work area(s). ▪ Contribute to and actively participate in regular organisational and team meetings and forums as required.
Work Health and Safety	<ul style="list-style-type: none"> ▪ Maintain a safe and healthy workplace, identify and act upon potential workplace hazards and identify and implement procedures to manage and minimise risks within your team environment. ▪ Promote and adhere to LC's Work Health and Safety guidelines.
Resource Management	<ul style="list-style-type: none"> ▪ Manage all functions and activities in line with funding contracts ▪ Maintain records of activities as required for accountability purposes. ▪ Manage resources and risks efficiently and effectively. ▪ Work within established or negotiated financial and time constraints

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Continuous Improvement	<ul style="list-style-type: none"> ▪ Lead and contribute to the delivery of high quality, person centred services. ▪ Understand, lead and, support continuous quality improvement at LC. ▪ Make recommendations to improve the efficiency effectiveness and quality of LC's work
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CORE BEHAVIOURS/RESPONSIBILITIES

ROLE	RESPONSIBILITIES AND DUTIES SPECIFIC TO THE ROLE:
Policy	<ul style="list-style-type: none"> • Contribute to and be accountable for the development and maintenance of LC's Policy & Procedures framework • 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 • Provide assistance to teams in the development of new Policies and Procedures • Co-ordinate the updating of polices as required • Interpret legislation as it affects all programs and the organisation
Quality	<ul style="list-style-type: none"> ▪ Accountable for the successful maintenance of LC's accreditation across a number of quality frameworks in collaboration with subject matter experts. ▪ In partnership with subject matter experts, maintain audit and compliance requirements for funding and/or licencing agreements ▪ Lead the development of quality management systems to ensure the mechanisms for continuous improvement add value for LC ▪ Identify initiatives for improving organisational systems and processes ▪ Develop and maintain annual calendar to ensure timely audit and compliance timeframes are met ▪ Ensure that LC maintains its accreditation for service excellence at Certificate and Award levels through ASES ▪ Develop a timeline and implementation plan for internal and external audits of quality assurance and licensing to build a culture of continuous improvement ▪ Support LC staff, sites and programs in continuous improvement activities which result in beneficial outcomes for LC ▪ Review and implement changes to the Business Continuity Plan approach for the organisation

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<p>Tenders & Grants</p>	<p>In collaboration with the Head of Strategic Relations & Quality;</p> <ul style="list-style-type: none"> ▪ Write quality tenders and grants in collaboration with subject matter experts. ▪ Contribute to and coordinate the development and submission of tenders and grants including; <ul style="list-style-type: none"> ○ Coordinate and develop written content for grants and awards ○ Research new opportunities in relation to government and philanthropic sources ○ Arrange and organise meetings for the development of submissions ○ Liaise with key stakeholders across the business to coordinate required information in a timely manner to meet deadlines for submissions. ○ Assist in the preparation of professional reports and presentations for internal and external clients. ▪ Apply knowledge and skills to develop program logic.
<p>Organisational Data</p>	<ul style="list-style-type: none"> ▪ Collect and analyse data and evaluation reports as requested to improve planning processes and services provided ▪ Identify data gaps and partner with operational leads to find solutions to address these gaps ▪ Provide an agile response to requests for data insights from the Executive Team and Head of Strategic Relations Quality

PERSON SPECIFICATION

REQUIRED QUALIFICATIONS, SKILLS, KNOWLEDGE, EXPERIENCE AND ABILITIES

- Qualifications in Business Management or Administration, Compliance & Risk Management, Auditing, Policy & Governance, Laws, Human Services/Social Sciences or equivalent related experience
- Strong attention to detail skills.
- Strong strategic, conceptual and analytical skills with the ability to apply these to policy development and quality management frameworks
- Understanding of accreditation and licensing principles, practices and requirements including an understanding of the issues arising from accreditation processes for organisations within the community sector and not-for-profits
- Demonstrated ability to act strategically and exercise high level judgement.
- Project management skills including project planning and working to tight deadlines

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- High level communication skills, including interpersonal skills and the ability to provide concise advice verbally and in writing.
 - Strong written communication skills. Able to write in explanatory and procedural styles.
 - Proven experience working in a technical writing position.
 - High level interpersonal and stakeholder engagement skills, including the ability to work with staff to achieve quality in service delivery and operational areas as well as a culture of continuous improvement
 - Skilled at prioritising and multitasking.
 - Proficient in Microsoft Office Suite, and software utilised in records, risk, audit, compliance management
 - Strong team player and a commitment to collaborative working approaches
 - Ability to work autonomously as required.

ATTRIBUTES THAT ARE DESIRABLE, BUT NOT ESSENTIAL

- Policy development and review experience.
- Demonstrated experience of ASES accreditation process as well as Accreditation Licensing in the Social Services Sector
- Experience working with people from CALD and Indigenous backgrounds
- Experience in systems administration associated with management of reports,
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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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