POSITION DESCRIPTION

Position Title	Quality Manager		
Program Division	Organisational Support & Development		
Position number	VAC0406		
Classification Grade & Level	Admin Officer, Grade 4 (above award)		
Enterprise Agreement or Award applicable	Victorian Stand-Alone Community Health Centres (Health and Allied Services, Managers and Administrative Officers) Multiple Enterprise Agreement 2011-2015		
Employment details	☒**Full-time** **1.0 FTE**	☐Part-time FTE _____ [e.g. 0.4]	☐Casual
	AND		
	☒**Permanent on-going**	☐Fixed Term From: __ / __ /____ [date] To:__ / __ / ___ [date]	
		Fixed term reason: ☐Parental Leave Replacement ☐Specific Project or Purpose	
Position reports to	General Manager Organisational Support & Development		
Ordinary location(s)	SouthPort and/or Prahran		
Closing Date	Friday 9th March, 2018 @ 5pm		
Recruitment contact	Email: recruit@Starhealth.org.au		

Star Health

Star Health is a provider of health and support services in Victoria. Encompassing six main and five satellite locations, over 300 staff work in multi-disciplinary teams to deliver health outcomes. It is a responsive and agile community health service, providing a wide range of healthcare and welfare services for all members of the community.

Star Health provides services spaning all periods of life including specialist childhood, youth and aged care services. In achieving its vision of ***health and wellbeing for all***, Star Health is guided by our distinct service principles which include working with people and communities to achieve their health goals, understanding the context in which people live their lives, providing friendly, affordable, joined up services with a no wrong door approach.

Website Information: http://www.starhealth.org.au/

Purpose of Position

To support Star Health to develop and embed an evidenced based, outcomes oriented, culture. This culture will enable us to develop, continuously improve and deliver programs and services for our customers that are safe, effective (delivers outcomes and positive customer experiences), as well as efficient.

Key Responsibilities

Manage Existing Quality Commitments

- Coordinate Star Health accreditation requirements. Act as an key internal contact for all quality reviews and accreditation
- Support the CEO and Executive in managing the Board Clinical Governance subcommittee
- Review and develop frameworks, policies and procedures
- Support development and implementation of the quality work plan
- Chair the Quality Committee and drive and report on the Quality Action Plan
- Monitor all Riskman incidents for trends and assist Project Managers with this to identify trends and actions for improvement
- Facilitate audit processes from design, implementation, collation, reporting and manage actions
- Attend the Diversity committee

Continuous improvement of quality systems, processes and outcomes

- Lead quality improvement across the organisation including refinements to models of care and streamline our response to compliance
- Advise on best practice quality systems and approaches
- Develop, monitor and report on Quality Indicators
- Review current working groups to assist them with their outcome process and how they are measuring this
- Act as resource to staff on continuous quality improvement

Monitoring & evaluation

- Support development of Quality Audit report
- Understand the monitoring in place for programs, including performance and compliance against contracts in conjunction with the Customer Experience Manager
- Manage and oversight the program of scheduled reviews, evaluations and research
- Work with the Executive to develop Research Partnerships
- Develop evaluation plan template for relevant programs and projects
- Work with the business to scope case studies of innovative quality practice that can be used in advocacy

Outcomes Framework

- Support the development and implementation of an impact framework for Star Health

Relationship development

- Connect with other quality managers across the sector to share best and emerging practice
- Connect across the organisation to understand how to improve quality outcomes and processes
- Attend program area meetings where feasible e.g. Community Care Managers and Coordinators monthly meeting
- Partner with the Business Insights team and the Customer Experience Manager to deliver key organisational initiatives

Qualifications [Post-Secondary/Vocational; Undergraduate or Postgraduate degree(s)]

Essential	• Degree in social, health or human services, quality or other relevant discipline
Preferred	• Relevant post-graduate qualifications and/or demonstrated experience that might

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	include quality auditing/OHS/clinical governance/project management/evaluation • Experience with PRINCE 2 PM methodology
Professional Membership(s)	Membership of quality bodies

Key selection criteria – Essential	
Knowledge and skills	• Sound understanding of Accreditation requirements and prior experience in a similar role within Community/ Health or Aged Care services. Experience in quality auditing or accreditation systems in health or community sector • Demonstrable skills in project management and change management • A strong understanding of monitoring and evaluation • A strong understanding of clinical governance • Demonstrated high level communication and interpersonal, facilitation and consultation skills and the ability to effectively communicate with board of directors, senior management, internal and external stakeholders and staff
Protecting babies, children and young people from child abuse and neglect is integral to the work at STAR What about Elder Abuse?	
Protecting Children Policy Information	• Star Health has zero tolerance of child abuse. Protecting babies, children and young people from child abuse and neglect is integral to the provision of health services to this group and their families, and is a core responsibility for all Star Health staff.
Organisational Responsibilities	
Personal qualities	• Resilience - Demonstrates perseverance in achieving objectives and copes effectively with setbacks and problems. • Initiative & Accountability - Takes responsibility for actions and proactively implements work plan and addresses issues. • Continuous Quality Improvement - Identify continuous quality improvement opportunities and act upon when/where relevant • Highly developed interpersonal skills and the ability to influence staff at all levels • A collaborative approach and the ability to engage a range of services • Highly developed written communication and reporting skills • Excellent project management capability • Excellent verbal and written communication skills • Strong relationship development - Ability to manage up and down within the organisation • Ability to manage diverse workload and meet competing deadlines • Knowledge of legislative compliance and accreditation frameworks (~~you~~ there are currently at least 5 sets of standards + child safety standards) • Knowledge and experience with OHS and risk management • comprehensive knowledge and practical application of CQI principles
Other Licence(s)	Unrestricted Victorian Driver Licence (or equivalent)

Important information
• Star Health is committed to providing and maintaining a working environment which is safe and without risk to

the health of its employees. The organisation is a smoke-free workplace.

- Star Health's usual hours of operation are from 8:00am to 8:00pm Monday to Friday, specific hours of work will be determined in accordance with operational requirements and contained in the Contract of Employment .
- Your Letter of Offer may state you will be based at a particular Star Health site, however it is expected that you will be required to work at different locations in the greater metropolitan area of Melbourne
- Offers of employment are contingent upon:
  - A successful reference check (all positions);
  - Non-adverse Criminal Record check (all positions);
  - Fitness for Work medical examination (specific positions);
  - Holding and maintaining a valid 'Working with Children Check' (all positions)
  - Undertake a DHHS Disability Exclusion Worker Check (specific positions)

Star Health is an equal opportunity employer and encourages individuals of diverse backgrounds including those from the Aboriginal and Torres Strait Islander, Culturally and Linguistically Diverse and LGBTI+ community to apply.

Some roles may require candidates to undertake psychometric testing prior to appointment.

Salary Packaging Information

- Star Health currently has two types of Salary Packaging:
  - General salary packaging of $15,900 per FBT year
  - Meal Entertainment/Facility leasing of $2,550 per FBT year

Salary Packaging is optional and may have considerable tax benefits depending upon personal circumstances.

AUTHORISATION

Person who completed and authorises this Position Description	**Position Title:**	**GM Org Support & Development**
	Program / Division:	**Org Support & Development**

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