



## Job Description

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Our vision is “***Human Potential, Realised***”.

Civic Disability Services is a not-for-profit organisation that provides services to individuals with intellectual and psychosocial disability. We aim to create a society where people have the opportunity to realise their full potential, achieve their goals and participate as a valued member of the community.

**Role:**            **Quality and Evaluation Leader**

**Reporting:**    The role reports to the General Manager – Quality and Evaluation

**Objective:**

The key objectives of the role are to:

1. Substantially contribute to the evaluation, development and review of the Practice, Critical Event, Emergency Event and Measurement Frameworks with a view to improving systems and positively impact the employee and client experience;
2. Provide learning, coaching and support to Civic leaders, employees, other workers and contractors to improve client and service-based risk, quality, evaluation and service delivery outcomes;
3. Evaluate and develop organisational policy, practices and programs to support risk, quality and service delivery outcomes

**Duties and responsibilities:**

1. Work with the team to evaluate, develop and implement the Civic Enterprise Risk Management System including the Practice, Critical Event, Emergency Event and Measurement Frameworks, develop guidance tools and materials to support understanding and implementation.
2. Assess service-based risk and quality across the organisation, developing and implementing an audit and evaluation program to support the business to proactively identify and manage risk, quality and service delivery outcomes.
3. Work collaboratively with leaders, other specialists, operational teams and others to promote a risk, quality and person-centred active support approach that enhances both the employee and the customer experience by identifying needs, evaluating options, and delivering supports and solutions.
4. Coach, mentor, and provide advice to leaders, employees and others to support better risk, quality and service delivery outcomes for employees and clients.
5. Support leaders and their teams to prepare for external accreditations, audit and evaluation processes, identifying areas for improvement and celebrating areas where the team are doing well.
6. Coordinate the Civic policy suite, monitoring policy review periods, consistency and currency of information. Work with senior leaders and teams to review and update policies.



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7. Cover Team Leader and Manager operational roles on a short-term basis where required, with a view that this experience supports development of a deeper understanding of the business and how we operate that will lead to better support and improve ways of working in the quality and evaluation space.
8. Embed Civic's mission, vision, values and Our Mana in the way we work, creating a customer and employee experience-based culture that delivers exceptional value.
9. Create learning and guidance materials to support leaders, employees, and others to understand and promote risk and quality and improve outcomes for employees and clients.
10. Evaluate, develop and implement policies, procedures and tools to support risk, quality and service delivery outcomes, to ensure alignment with client needs and expectation, research and evidence-based practice, compliance and regulatory requirements, and enhanced client outcomes.
11. Evaluate, develop and implement innovative programs that promote risk, quality and practice across Civic.
12. Complete documentation and reporting to allow risk and quality processes and service delivery outcomes to be evaluated and monitored.
13. Provide reporting and relevant documentation within Civic and meet relevant legislative reporting.
14. Liaise with leaders, employees, advocates and external agencies (including Government agencies), where appropriate, in relation to risk and quality.
15. Maintain currency of knowledge of legislation, policy and best practice in relation to risk and quality including accreditation standards and/or guidelines, professional and clinical practice standards and contract compliance
16. Represent Civic in external forums and meetings regarding client and service-based risk and quality.

### Essential Criteria

- Degree (or equivalent) in social work, nursing, allied health, health, or similar
- Experience designing, evaluating, developing and implementing user-friendly risk, quality and service delivery policies, programs and systems that support understanding and improve outcomes
- A partnership and coaching approach when working with leaders, employees, and others to improve capability and risk, quality and service delivery outcomes.
- Experience in a community health, age care and/or disability services environment would be a huge advantage.
- A commitment to a Person-Centred Active Support Model which focuses on client choice, strengths and active participation in their life.
- Experience developing learning and support materials that meet the needs of the audience
- The ability to translate sometimes complex concepts, policy and legislative requirements into a language and format that leaders, employees and others can understand and use.



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- The ability to form working relationships based on trust and respect, where internal customers see the value of the services you provide.
- A passion for working with people with a disability, leaders, employees and others, to find innovative and practical solutions that allow people to realise their human potential.
- An understanding of the National Disability Insurance Scheme and the Quality & Safeguarding Commission would be a huge advantage.
- Unrestricted Drivers Licence.