



## Position Description

<b>Title</b>	Senior Practitioner Continuous Improvement
<b>Reports to</b>	Head of Inclusion and Continuous Improvement
<b>Direct Reports</b>	Nil
<b>Classification &amp; Salary</b>	SCHCDS Award Level 6.2, \$89,987.04 per annum (pro rata). Negotiable depending on qualifications & experience. Salary packaging available.
<b>Employment Status</b>	Ongoing, Part-time (0.8) – Full-time (38 hours p/w)
<b>Employment Agreement</b>	Good Shepherd Australia New Zealand Collective Agreement 2016
<b>Primary Location</b>	11/350 Queen Street, Melbourne – travel required to other sites
<b>Date</b>	February 2020
<b>Good Shepherd Australia New Zealand (GSANZ)</b>	
<p>Our three-year strategy outlines the world we want to see and our role advancing in it. It also speaks to the positive impact we will deliver to support women, girls and families to be safe, secure, strong and connected. We are committed to tackling the issues of our time which adversely affect them. We work to advance equity and social justice and support our communities to thrive. We seek to increase economic participation and wellbeing, to build resilience, improve safety and bring about system change. We offer microfinance programs and products, financial counselling and coaching, family violence support, parenting programs and playgroups, education programs and community houses. These services are complemented by research and advocacy to address the underlying structural causes of injustice, exclusion, and inequality.</p>	
<b>Role Purpose</b>	
<p>Work with GSANZ teams to improve the organization's quality and continuous improvement capability within an agreed plan. Support systems improvement and integration by developing, implementing and managing an integrated continuous improvement and quality system across the organization while maintaining accreditation to ISO 9001:2015. Primary areas of accountability include compliance monitoring and strengthening Good Shepherd's continuous quality improvement system and culture; manage and implement a strategic integration of the quality management systems geared toward service improvement and impact; support maintenance of ISO accreditation including planning and auditing processes; and improving quality/continuous improvement capability across the organisation.</p>	
<b>Key Responsibilities</b>	
<ul style="list-style-type: none"><li>• Model and promote a person centred continuous improvement culture across the organization, ensuring client voice and participation is a key driver of continuous improvement activities.</li><li>• Manage and maintain current ISO 9001:2015 and Human Services Standards accreditation through quality activities including ongoing quality planning, continuous improvement project management, self-assessment, auditing, compliance monitoring, client feedback, and liaising with external auditing bodies.</li><li>• Develop, project manage and operationalize an integrated quality system for GSANZ that meets the needs of Good Shepherd ANZ's client services and enables client inclusion practice.</li></ul>	

- Be a primary contact and resource for GSAZ staff with regard to compliance with and changes to legislation, regulations, standards and statutory requirements relating to the full suite of GSAZ's services.
- Analyse internal quality/continuous improvement data and prepare timely and accurate reports and advice on emerging risks and continuous improvement opportunities for the Executive team to support risk management, promote service excellence and sound decision making.
- Support management and service delivery teams to adopt an Audit/Continuous Improvement mindset, reflect on data findings, themes and evaluation in order to improve outcomes and impacts for clients.
- Collaborate with and support the Inclusion & Continuous Improvement team, Good Shepherd management and staff to ensure continuous improvement and quality systems work aligns with Good Shepherd Mission, Values and strategic directions.

### **Responsibilities of Good Shepherd Employees**

#### **Strategy**

- Operate in line with team operational plan and Good Shepherd's strategic plan
- Contribute to development of team plan
- Demonstrate understanding of social justice and community capability building concepts

#### **People**

- Demonstrate commitment to own learning and development
- Contribute to development of a high-performance team through demonstration of capabilities outlined in Good Shepherd's leadership capability framework
- Participate actively in regular formal supervision
- Share knowledge and practice insights with colleagues
- Take responsibility for own wellbeing

#### **Clients**

- Seek to include clients in continuous improvement practice and solutions
- Take client feedback in order to reflect and improve on own practice
- Maintain an inclusive, person-centred approach to practice at all times

#### **Compliance**

- Demonstrate behaviour consistent with Good Shepherd mission, values, behaviours and policies at all times
- Maintain agreed quality standards
- Maintain OH&S standards at all times

#### **Service Delivery and Operations**

- Operate in line with service standards and program procedures
- Maintain accurate data, information and reporting at all times
- Provide timely reporting in line with divisional requirements
- Other duties as reasonably required

#### **Stakeholders**

- Liaise effectively with external audit body and continuous improvement networks
- Work collaboratively with other service providers to deliver valued outcomes for clients
- Develop constructive, collaborative relationships with other Good Shepherd team members and divisions

### Qualifications, Experience and Mandatory Requirements

- Formal qualifications relating to continuous quality management and/or auditing or equivalent demonstrated experience with ISO 9001:2015 and Human Services Standards. Knowledge of microfinance regulatory environment would be helpful.
- Minimum 3 years experience in the human/community services sector
- A satisfactory Police Check
- A current Working with Children's Check (WWCC)

### Key Selection Criteria

1. Collaboration and inclusion – Relationship and team driven, demonstrated ability to work alongside a wide range of people, cultures and backgrounds. Listens to understand, able to shift perspectives and accommodate new or emerging views or information. Familiar with and supportive of client participation approaches. Sound understanding of cultural safety, inclusion and person centred practice. High levels of emotional intelligence, capacity to empathise and build trust and connection both vertically and horizontally in an organisation.
2. Quality practice in the community services sector – Solid understanding of business and quality systems in relation to ISO 9001 and HSS quality standards. Direct experience working with compliance and quality/continuous improvement in community/human services sector. Knowledge or understanding of client directed, social work practice.
3. Innovative problem solving - Ability to use data, process mapping and relationships to find efficient, effective and innovative solutions to continuous improvement, risk and compliance issues. Proactive, positive approach to tackling problems, persistent and patient in seeking workable systems solutions for end users. Organised and enjoys working with detail.
4. Project and systems management – Demonstrated experience in using project management approaches to develop, implement and manage systems uplift/change. Ability to work with teams to scope, manage and implement changes to quality systems and engage/support stakeholders in the process.

**Values & Behaviours** - We are all co-responsible for the delivery of the Good Shepherd Mission and living our values by modelling these behaviours in all that we do.

### Additional information

Employment is subject to:

- A current Police Record Check
- A current Working with Children Check (WWCC) or state equivalent
- Proof of the right to work in Australia

**Work Health and Safety (WH&S):** All team members are required to carry out their duties in a manner that does not adversely affect their own health and safety and that of others by reporting all incidents and injuries as well as cooperating with any measures introduced in the workplace to improve WH&S.

**Pre-existing injury:** The person appointed to this position will be required to disclose any pre-existing injuries or disease that might be affected by employment in this position. This will assist the organisation in providing a safe work environment.

**Equal opportunity:** Good Shepherd is an equal opportunity employer. We recognise the rich diversity of people across Australia. We are committed to ensuring that our team is reflective of the diverse community we serve and to supporting a culture of equity, inclusion and diversity. All team members have a responsibility to be familiar with and adhere to the organisation's policies and procedures.

**Child Safe Employer:** Good Shepherd Australia New Zealand is a Child Safe employer. Employment is subject to satisfactory referee checks, a current employment working with Children Check, National Criminal History check and proof of the right to work in Australia.

**Cultural competency:** Good Shepherd strives to maintain a culturally competent and inclusive workplace. All team members are expected to undergo cultural competence training as part of their professional development plans.

**Salary packaging** is available to all employees.