



**SENIOR MANAGER, QUALITY AND GREAT CLIENT EXPERIENCE**

**JOB & PERSON SPECIFICATION**

**JUNE 2022**

## SENIOR MANAGER, QUALITY AND GREAT CLIENT EXPERIENCE

<b>Role Purpose</b>	<p>UnitingSA is a community-based organisation with a vision for a compassionate, respectful and just community in which all people participate and flourish. With over 1,000 employees and a turnover circa \$100m, this vibrant and important organisation stands alongside and helps over 15,000 people a year with a range of aged care, disability, mental health, child development, family support and employment services.</p> <p>Reporting to the Chief People and Quality Officer, this role is responsible for leading the implementation of the UnitingSA Great Client Experience Quality System and supporting the enterprise-wide alignment of practices across all disciplines and services. The role provides centralised line-of-sight to the Executive, CEO and Board to ensure safe, high quality service provision.</p>		
<b>Reports to:</b>	Chief People and Quality Officer	<b>Direct Reports:</b>	To Be Determined
<b>Business Unit:</b>	People & Quality	<b>Award Level:</b>	<ul style="list-style-type: none"> <li>• Non Award</li> </ul>
<b>Office Location:</b>	70 Dale Street, Port Adelaide	<b>HR Approval Date:</b>	
<b>Internal Relationships</b>	<ul style="list-style-type: none"> <li>• UnitingSA Employees</li> <li>• Executive Team</li> <li>• CEO</li> </ul>	<b>External Relationships:</b>	<ul style="list-style-type: none"> <li>• ACQSC, NDIS Commission, external regulatory bodies</li> <li>• Peak Bodies and Industry Groups</li> <li>• External consultants</li> </ul>

Person Specification (Selection Criteria)	
<b>Qualifications &amp; Registrations</b>	<ul style="list-style-type: none"> <li>• A tertiary qualification (degree level) in Nursing, Health, Community Services, Education (or related field) or equivalent experience in a medium to large sized organisation and preferable experience in aged care and/or NDIS</li> <li>• Current SA Driver's licence</li> <li>• Maintain relevant employment screenings including National Police Check, Department of Human Services Working with Children Check and NDIS Worker Check</li> </ul>
<b>People Leadership</b>	<ul style="list-style-type: none"> <li>• Demonstrated ability to lead and engage a team, lead change and operate in an environment that promotes Great Client Experience.</li> <li>• Demonstrated ability to support employees across a range of contemporary initiatives and projects in the delivery of our Great Client Experience.</li> <li>• Demonstrated ability to coach employees in their performance to meet organisational needs.</li> </ul>
<b>Knowledge, Skills &amp; Experience</b>	<ul style="list-style-type: none"> <li>• Extensive experience working in a senior leadership role with a focus on quality and compliance.</li> <li>• Extensive experience in building and cultivating effective partnering relationships with a broad range of stakeholders from idea to delivery.</li> <li>• Sound working knowledge of the aged care accreditation process, quality assurance and auditing processes.</li> <li>• Proven clinical and governance leadership skills with expertise in consumer-directed care, with an ability to work collaboratively within a multidisciplinary framework with a demonstrated commitment to excellence in clinical practice.</li> <li>• Demonstrated ability to take ownership and accountability for deliverables.</li> <li>• Demonstrated experience and commitment to continuous improvement, implementing changes and developing direction in clinical practice by the utilisation of evidence-based research and outcome measures.</li> <li>• The ability to build enthusiasm and engagement across the organisation to increase knowledge and commitment about Quality and Great Client Experience.</li> <li>• The ability to adapt quickly to changing internal and external factors and to translate this into appropriate plans and responses.</li> </ul>
<b>Innovation &amp; Initiative</b>	<ul style="list-style-type: none"> <li>• Demonstrated knowledge and experience identifying client needs and use this information to help determine priorities and the way forward.</li> <li>• Proactively monitor industry trends and benchmarks to gain insights on optimal practices/innovations that can be shared to the benefit of the organisation.</li> <li>• Continuously learns and strives to develop an in depth understanding and knowledge of the organisation's core business and how the organisation operates.</li> </ul>

<b>Resource Management</b>	<ul style="list-style-type: none"> <li>• Highly developed problem solving skills with a solutions focus.</li> <li>• Ability to prioritise and be flexible when responding to changing priorities and demands.</li> </ul>
<b>Commitment &amp; Integrity</b>	<ul style="list-style-type: none"> <li>• Demonstrated ability to interpret interdependencies between projects and priorities in line with client needs and demonstrate willingness to incorporate input from others.</li> <li>• Demonstrated ability to maintain a high degree of discretion and exercise sound judgment in dealing with sensitive and confidential matters.</li> <li>• Demonstrated ability to deal with ambiguity and link process understanding to client outcomes.</li> </ul>
<b>Collaboration &amp; Communication</b>	<ul style="list-style-type: none"> <li>• Energy and personal style to impact and influence others' thinking, challenge decisions and at times have challenging conversations to create awareness and traction around the adoption of the Great Client Experience.</li> <li>• Demonstrated ability to act as a "Change Leader" and to effectively communicate with and influence others towards acceptance and understanding of change.</li> <li>• Highly developed interpersonal skills and proven ability to build positive relationships and consult, negotiate and communicate internally and externally.</li> <li>• Ability to write consolidated reports and present clearly to the Executive and Board.</li> </ul>

Job Function Details	
Key Result Area	Tasks
<b>Provide support to the Executive and Board to implement the Great Client Experience Quality System</b>	<p>Assist the Executive, Board and the workforce to define and develop a clear picture of the ‘great’ quality experience UnitingSA wants to provide to the workforce and clients, and support the development of the Great Client Experience Plan to achieve this. Key tasks include:</p> <ul style="list-style-type: none"> <li>• Support Board and Executive to understand their role in driving a strategic approach to Great Client Experience.</li> <li>• Inform relevant committees with valid and robust information and analysis to drive the Great Client Experience Plan and inform decision making about quality and safety of care.</li> <li>• Meet corporate and government policy requirements.</li> <li>• Support line management and employees to be clear about their responsibilities for the quality of care and working with managers to enact their roles.</li> <li>• Develop organisational governance for quality care through evaluation, benchmarking governance processes with other organisations and presentation of new information and evidence.</li> <li>• Ensure the identification, analysis, discussion and proactive management of risk up, down and across UnitingSA.</li> <li>• Implement effective change management processes to support managers to achieve behaviour and systems change to support the Great Client Experience.</li> <li>• Develop positive relationships across the organisation on the basis of Great Client Experience.</li> <li>• Coordinate improvement strategies and systems across UnitingSA to ensure they are integrated, complementary and focused on achieving a great point of care client experience.</li> </ul>
<b>Provide technical support and coordination across UnitingSA to achieve the Great Client Experience Goals</b>	<ul style="list-style-type: none"> <li>• Coordinate the quality initiatives across UnitingSA and track progress against the Great Client Experience Plan and other quality plan requirements.</li> <li>• Collaborate with operational quality and service managers within Aged Care, Community Services (including NDIS), Property and Housing to progress Great Client Experience activity.</li> <li>• Work with Executive, managers and employees to understand their role in achieving the Great Client Experience Plan Goals and to translate these into local initiatives.</li> <li>• Provide training and capacity building for managers and employees to enable them to create, monitor and demonstrate their Great Client Experience.</li> <li>• Involve employees in ensuring both proactive and responsive risk systems are in place and function effectively to reduce risk and create safety.</li> <li>• Seek opportunities for external project funding and participation in inter-organisational improvement activities and data comparison.</li> </ul>

<p><b>Coordinate accreditation and other compliance activities</b></p>	<ul style="list-style-type: none"> <li>• Support managers and employees to understand the purpose of accreditation, how it is linked to Great Client Experience and their roles and responsibilities.</li> <li>• Keep up to date with changes to accreditation standards and processes, systems and regulatory reforms.</li> <li>• Work with operational management to analyse organisational gaps in meeting standards and compliance, and oversee the approach to fulfil accreditation and compliance requirements and implement recommendations.</li> <li>• Ensure the GCE Quality system goals and activities are linked to the relevant quality standards.</li> <li>• Establish organisational line of sight and monitoring of compliance requirements.</li> <li>• Ensure accreditation administrative documentation requirements are met and oversee the organisational responsibilities for organising and coordinating accreditation visits.</li> <li>• To oversee the review of organisational systems including, but not limited to Incident Management, Feedback and Complaints, Consumer Engagement and Diversity and Inclusion.</li> </ul>
<p><b>People Leadership</b></p>	<ul style="list-style-type: none"> <li>• Appropriately manage performance, including coaching support to direct reports, undertake regular informal and formal performance feedback and reviews, and support for relevant training and development.</li> <li>• Direct, monitor, and lead employees in the development and implementation of strategies and plans to achieve the organisation’s vision and mission.</li> <li>• Ensure the team is aware of and complies with organisational policies and procedures.</li> <li>• Ensure recruitment of individuals who have the right cultural fit and ability to work in line with cultural change and facilitate retention of key talent.</li> </ul>

**Work, Health & Safety**

All workers must:

- Demonstrate visible safety leadership.
- Be responsible for effectively and consistently applying WHSIMS requirements.
- Be accountable for their behaviour and WHS & IM outcomes.
- Undertake their work with a genuine concern for their own safety and the safety of others.
- Follow all reasonable instructions within the workplace.
- Report all incidents and hazards where there is the potential for or actual harm.
- Look for opportunities to improve performance and actively participate in work health and safety improvement activities including WHS & IM committee initiatives.
- Stop work or refuse to work in situations where there is obvious potential for an incident injury or uncontrolled hazard.
- If ill or injured actively co-operate and participate in return-to-work programs.

In addition to the above, leaders must:

- Ensure workplace hazards are identified, assessed, and controlled.
- Ensure workplace inspections are conducted and conduct regularly scheduled site safety inspections.
- Ensure workers and their representatives are consulted on any proposals for, or changes to, the workplace, work practices, policies or procedures that may affect the health and safety of workers in accordance with the WHS Communication and Consultation Procedure (WHS-PRO-004).
- Ensure workers are appropriately trained and competent for the tasks they perform and ensure position descriptions include WHS & IM components.
- Ensure adequate supervision of workers is maintained, commensurate with their level of experience and complexity of the task.
- Recognise and reinforce desired behaviours and positive WHS & IM outcomes and hold workers responsible for their health and safety performance.
- Action undesired behaviours and negative WHS & IM outcomes.
- Ensure WHS & IM management system requirements are applied within their areas of control.
- Ensure that WHS & IM is a standing agenda item in regular management, work planning and coordination meetings.
- Work with members of their work team and other appropriate personnel to develop and steward Annual WHS & IM Plans.
- Investigate breaches of conduct with the aim to correct behaviour, making a distinction between honest acts with unintended consequences and intentional acts which place persons at risk of harm.



## HOW TO APPLY

Applications should be addressed to Andrew Reed. Please visit [henderconsulting.com.au](http://henderconsulting.com.au) to apply.

For a confidential discussion, please call (08) 8100 8827.

### **Please Note**

Your application will be automatically acknowledged by a return email.