

<b>Position title</b>	<b>Quality and Risk Manager (.8FTE)</b>
<b>Reports to</b>	<b>Executive Director, Capability and Impact</b>
<b>Award agreement</b>	<b>Health and Allied Services, Managers and Administrative Workers (Victorian Stand-Alone Community Health Services) (Multi Employer) Enterprise Agreement 2022 – 2026</b>
<b>Classification</b>	<b>Management and Administration Officer Grade 5 (Above Award)</b>

## About Your Community Health

Your Community Health is a progressive, high quality, independent community health service. It provides a wide range of community-based health and social support services including primary care, allied health, oral health, mental health, harm reduction, social support and health promotion services. Our three comprehensive health centres are located in Darebin, but we are here for everyone in the diverse communities across Melbourne. We work in partnership with our communities and other services using a combination of outreach, home-based and centre-based activities and co-located services.

More information is available at: [www.yourch.org.au](http://www.yourch.org.au)

<b>Vision</b>	Health and wellbeing for everyone
<b>Purpose</b>	We partner with people and communities to deliver health and wellbeing services and promote equity
<b>Our organisational values</b>	<p><b>Courage</b></p> <ul style="list-style-type: none"> <li>• We are progressive</li> <li>• We are creative and resourceful</li> <li>• We challenge the status quo for the benefit of our communities</li> </ul> <p><b>Empathy</b></p> <ul style="list-style-type: none"> <li>• We are caring and inclusive</li> <li>• We celebrate and value diversity</li> <li>• We work collaboratively and respectfully</li> </ul> <p><b>Integrity</b></p> <ul style="list-style-type: none"> <li>• We are ethical, honest, reliable and fair</li> <li>• We listen and are accountable to our communities</li> <li>• We earn and build trust</li> </ul> <p><b>Achievement</b></p> <ul style="list-style-type: none"> <li>• We are outcomes-focused</li> <li>• We are adaptable and always learning</li> <li>• We continuously improve</li> <li>• We are creative and resourceful</li> </ul>

## Statement of Inclusivity

Your Community Health is committed to providing an inclusive and accessible environment where people and communities of all identities and backgrounds (including but not limited to, ethnicity, faith, socio-economic circumstance, sexual orientation, gender identity, ability, bodies, migration status, age and Aboriginal and Torres Strait Islander descent) are accepted, safe and celebrated. We achieve this through the guidance of our values and principles.

Your Community Health understands the need to ensure that meaningful inclusion is built into the organisational DNA and to create an environment that attracts team members that reflect the communities we serve.

Your Community Health look to actively encourage members applications from the LGBTIQ+, Aboriginal and Torres Strait Islander peoples, Disability, culturally and linguistically diverse communities and those with lived experience in areas in which we work. We work to address barriers in full participation.

## About the Capability and Impact Team

The Capability and Impact team are a cross organisational team within Your Community Health covering Service Access, Communications and Marketing, People and Culture, Quality and Community Engagement.

As part of YourCH we are passionate and enthusiastic staff working towards our vision of a health and wellbeing for everyone and creating an environment that is inclusive and representative of the communities in which we serve.

## Position Purpose

The Quality and Risk Manager provides leadership and management oversight in the areas of quality, risk and safety. Reporting to the Executive Director, Capability and Impact, the position is responsible for ensuring effective frameworks, policies and procedures are in place in the areas of clinical governance, LGBTIQ+ inclusion initiatives as they relate to Rainbow Tick, incident management and monitoring, clinical incident reviews, Root Cause Analysis, complaint and consumer feedback management, audit analysis and monitoring, accreditation, policy and procedure development and compliance, legislation compliance and quality improvement

## Position Responsibilities

- Lead the organisation in fostering a culture where quality, risk and compliance, are embedded in business as usual and commitment to improving the outcomes of service delivery is demonstrated consistently.
- Lead the organisation through complex change arising from legislation, regulation, multiple accreditations and internal data sources.
- Lead the organisation in continuous improvement and the development of regularly reviewed quality indicators and outcomes across multiple accreditation frameworks
- Oversee the Rainbow Tick inclusion initiatives and provide supervision support to the LGBTIQ+ inclusion advisor
- Prepare documents and reports at a Board level standard and attend meetings of the Clinical Governance & Quality Sub-Committee of the Board.
- Collaborate across the organisation to build, monitor, evaluate and improve upon robust systems and processes across a variety of key areas in the organisation. These include but not limited to:
  - Quality improvement
  - Risk management

- Incident and feedback management
- Information and Knowledge Management
- Provide specialist advice to programs, the Executive Team and the Board on all aspects of quality, risk, compliance and safety.
- Develop and maintain relationships with key external regulatory agencies, networks and stakeholders to uphold the reputation of Your Community Health as a leader in the sector.

## Position Requirements

### Qualifications, Registration and Licenses

- Tertiary qualifications in Health, Management, or similar.

### Skills, Experience and Competencies

- Significant experience in the health sector, preferably community health
- Demonstrated interest and passion in leading a culture promoting and supporting high level quality, risk and compliance practices.
- Excellent interpersonal and communication skills with an ethos of working in partnership and as a team player.
- Demonstrated experience within the Equity and Inclusion space as it related to accreditation and meeting standards.
- Significant project and change management experience.
- Demonstrated reliability and productivity in a demanding role.
- Expertise in best practice frameworks.
- Strong data analysis and reporting skills.
- Strong verbal and written communication skills.

### Expected behaviours for all YourCH team members and volunteers

- Support the provision of services that are inclusive, safe and high quality
- Maintain staff, volunteer and client confidentiality at all times
- Work in partnership with the community, clients and staff to achieve our vision
- Ensure an inclusive and safe workplace for clients, visitors, volunteers and staff
- Work in accordance with Your Community Health Policies and Procedures.

### General

- Your Community Health requires declarations and personal information relevant to employment. The collection and handling of this information will be consistent with the requirements of the Information Privacy Act 1988.
- The successful applicant is required to provide evidence of eligibility to work in Australia.
- Employment is contingent on a satisfactory Police Records Check, valid Working with Children Check and NDIS Worker Screening check clearance (when required). Where the preferred applicant has lived or worked overseas for a continuous period of 12 months or more within the past 10 years, they are required to provide an international police check for all countries that they have lived in for that period of time.
- Applicants who are not currently employed by Your Community Health are required to complete a Pre-existing Illness/ Injury Declaration Form.
- Management, in consultation with the staff member, reserves the right to modify this position description when required.

**Relationship to Performance Development and Review Plan**

This position description operates in conjunction with, and forms part of the relevant individual Performance Development Review Plan aligned to the organisational Strategic Plan. An initial performance review will take place six months following commencement of employment and then on an annual basis

**Your Community Health is an equal opportunity employer and encourages individuals of diverse backgrounds including those from the Aboriginal and Torres Strait Islander, Disability, Culturally and Linguistically Diverse and LGBTIQA+ communities to apply.**