



## Quality & Systems Manager

<b>Organisation:</b>	Safe Places
<b>Position Title:</b>	Quality & Systems Manager
<b>Reports To:</b>	Quality and Systems General Manager
<b>Travel:</b>	Occasional intra & interstate trips required
<b>Arrangements:</b>	Flexible working arrangements
<b>Resources:</b>	Allowance paid for use of personal laptop and wireless internet Mobile phone Vehicle use/provision negotiated prior to commencement
<b>Start Date:</b>	Negotiable
<b>Salary Range:</b>	Negotiable –Dependent upon experience and qualifications plus salary sacrificing options

## Overview

Safe Places is a housing and intensive support service for children in care aged between 10 and 17 who are unable to be placed in foster families or group residential, generally due to high level to extreme support needs. Referrals are received through the Department of Child Safety (Qld) or Department of Child Protection (WA).

## Vision

Safe Places is a young organisation with a fresh approach for responding to the needs of children in care. The Vision Statement is *“Providing effective, professional care and transition support for children in care when standard models are unsuitable or unavailable”*

## Values

The Safe Places team is guided by core values that are shared and promoted throughout the company.

\* Professional \* Supportive \* Responsive \* Passionate \* United \*

Updated: 24 October 2011

## **Position Statement**

The Quality and Systems Team is responsible for assisting the Safe Places team to achieve excellence. This is done through ensuring services are delivered within the Vision and Values Statement, policies and procedures, legislative requirements, licensing and organisational requirements.

## **Quality and Systems Team**

### ***Quality and Systems Manager (Generalist)***

- Work closely with Zonal Manager to ensure smooth running of the zone and creating capacity to grow the zone
- Liaise with Department at a Regional Level as well as an individual operations office level. Establish contacts at the licensing unit and attend Regional level meetings with Zonal Manager
- Ensure licensing and organisation standards are met in the zone they operate in primarily through an audit process at each house and at the Zonal Manager level (e.g. reporting of Critical Information within required timeframes)
- Coaching staff (case management, child protection, behaviour plans, recruiting, reporting, supervising and performance managing staff, meeting requirements for compliance with licensing standards, creating sense of structure in the home)
- Planned and unplanned visits to the Safe Places houses
- Build relationships with the Young People placed in the zone
- Identify and address local policy issues / gaps in consultation with the relevant Specialist zonal Manager or supervisor
- Respond to complaints by staff or young people as requested
- Debriefing for staff as requested
- Deliver training(certification required), especially in the regional areas and liaising with Training Manager about improvements to the training materials and delivery plans
- Carry out auditing(certification required)

### ***Training Manager (Specialist)***

- Advertises positions
- Screens applicants
- Certifies Internal Recruiters
- Continually improves recruitment and core training processes

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- Coordinates accredited training project
- Certifies Internal Trainers
- Training Needs Analysis
- This position requires a Cert IV Trainer and Assessor

### ***Workplace Health and Safety Manager (Specialist)***

- Build a Safety Culture
- Ensure systems comply with WHS legislation
- Proactively manage risks in the workplace
- Investigate WHS matters and promptly close out
- Return to Work Coordinator role
- Certification of internal WHS investigations
- This role will require WHSO certification and RTWC certification

### ***Quality Assurance Manager (Specialist)***

- Update staff about policy changes
- Maintain policies and paperless systems
- Systemic improvement
- Streamlining of systems / automation
- Take a zone through the licensing process and ensure ongoing compliance
- Certification of Internal Auditors
- Oversee Internal Collection of Formal Feedback from the customer (Department), end-user (young people) and staff

## **Essential Requirements**

- Ability to genuinely embrace the Safe Places values of professional, passionate, united, supportive and responsive
- A demonstrated passion for excellence
- Qualification in Human Services or related industry and a Quality/Business Management qualification
- Minimum 24 months experience in a similar roles required
- Minimum 24 months experience in the same industry highly valued (residential care and child protection)

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- Demonstrated high level cultural awareness, cross-cultural experience, an understanding of remote communities or a willingness to learn and a good understanding of the Department of Child Safety (Qld) and Department of Child Protection (WA)
- High level confidence with learning computer-based systems and programs including Microsoft Office, Internet Explorer skills and some Excel skills
- Ability to adapt as the company grows and changes
- High level interpersonal skills (approachable, diplomatic, sensitive, articulate)
- High level written skills
- Team player and high value placed on relationships while also able to work autonomously
- Analytical skills and sound judgement
- Willingness to learn, creative thinking and problem solving
- Willingness to undergo Departmental screening processes
- Compliance with Working with Children Card requirements
- Current Open Drivers License