



Wuchopperen
HEALTH SERVICE LTD

POSITION DESCRIPTION

Position Title:	Manager, Quality and Compliance (Specified)
Position Number:	5279
Classification:	Administrative Grade 8 Wuchopperen Health Service Limited Enterprise Agreement
Salary:	\$119, 510- \$130, 725
Location:	Cairns
Reporting Relationship:	Director, Corporate Support

About Wuchopperen

Wuchopperen Health Service Limited (Wuchopperen) is a community connected and controlled organisation with a solid history of providing holistic health and wellbeing services for Aboriginal and Torres Strait Islander people in Cairns and surrounding districts.

Wuchopperen's vision is keeping our generations growing strong. Culture underpins our diverse and client-centric service delivery model offering our community whole of life support from pre-birth right through to our elders.

From our humble beginnings in the 1970s, Wuchopperen has grown into a dynamic and innovative service that prides itself on strong community representation, leadership and governance.

Our Strategic Priorities



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Our Values and Behaviours



The role:

The purpose of this role is to lead the Quality and Compliance Team to ensure Wuchopperen Health Service has a formal and effective Quality Management Framework assisting the organisation to meet its strategic and regulatory requirements, meet customer expectations, and improve its effectiveness and efficiency on a continuous basis.

The Manager, Quality and Compliance reports to the Director Corporate Support and has responsibility for the leadership and effective operations of the Quality and Compliance Team.

This position works closely with the Executive Leadership Team, Directors, and Senior Leadership Team.

Key Responsibilities include:

1. Lead and facilitate continuous improvement, quality assurance and compliance across the organisation through strategic planning and by providing expert support and advice on the implementation and ongoing maintenance of the Quality Management Framework.
2. Integrate the organisational strategic direction and Wuchopperen 'values and behaviours' into daily quality and compliance operations and promote improved service

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delivery with an emphasis on compliance and continual improvement.

3. Actively promote the services and purpose of the Quality and Compliance Team and ensure managers and other key stakeholders are provided with exceptional customer service and the appropriate tools, advice, and guidance to fulfil their Quality and Compliance obligations.
4. Perform a coaching role for Quality and Compliance Team and develop the skills and knowledge of team members to optimise their knowledge and performance.
5. Oversee the maintenance of quality and compliance data collection and reporting systems, and ensure adequate support is provided to Senior Leadership and other responsible managers across the organisation, ensuring the timely submission of their allocated funding acquittals reporting.
6. Oversee the annual internal audit program and ensure accurate and timely reporting (e.g., Quality Working Group and Management Review Committee), taking industry standards, legislative requirements, and risk management into consideration.
7. Lead and support Quality and Compliance Team operations, systems maintenance, projects, regular reporting, and comprehensive preparation for scheduled external audits.
8. Investigate efficiencies through the use of technology and gather and record statistical data relevant to measuring performance against agreed indicators.
9. Provide a monthly report, including data capture and analysis, to the Director Corporate Support to ensure continual quality improvement and to monitor and review team performance.
10. In liaison with the Executive Leadership Team and other key stakeholders, review Contracts, Funding Agreements and Memoranda of Understanding to provide advice and recommendations on contractual terms and conditions.
11. Ensure all Quality and Compliance Team members complete the Employee Review and Development Plan (ERDP) process and monitor team and individual performance.
12. Participate in meetings, supervision, and performance reviews in accordance with organisational requirements.
13. Work within Wuchopperen Workplace Health and Safety requirements and instruction and report any concerns in the workplace.
14. Participate in organisational and community activities to advance the health of Aboriginal and Torres Strait Islander people.
15. Work within Wuchopperen's Policies and Procedures including the Code of Conduct and the Work Health and Safety requirements and contribute to continuous improvement processes to ensure compliance with relevant standards and safe, effective service delivery.
16. Other duties as required, within your skills, experience, and capacity.

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Core Capabilities

Assessment of merit for this role will be based on knowledge, skills, and experience, along with the candidate's personal qualities and potential for development. The competencies listed below are deemed the most critical for success in this role.

For applicants to be successful in this role, they should demonstrate:

1. Demonstrated leadership skills with strong knowledge and experience employing quality and risk initiatives, with proven ability to facilitate continuous improvement and the achievement of compliance with legislation and standards (e.g., ISO 9001:2015).
2. Knowledge and understanding of Aboriginal and Torres Strait Islander societies and cultures from a historical and contemporary perspective, including the ability to communicate effectively with Aboriginal and Torres Strait Islander people.
3. Proven ability to lead, manage and motivate teams, sharing learnings to create a workplace culture based on organisational values, and the common pursuit of team and organisational objectives.
4. Demonstrated ability in data and systems analysis, with a particular focus on identifying trends, creating efficiencies, monitoring performance, and subsequent development and presentation of high-level documentation and reports.
5. Demonstrated ability to manage change effectively and sensitively in a multi-disciplinary team environment, with strong interpersonal, project management and problem-solving skills.
6. Demonstrated ability to meet and work within the core values and behaviours of Wuchopperen.

Other Requirements

- Appropriate tertiary qualification(s) ideally in Quality and/or Business/Risk Management, or similar, and a minimum of five years demonstrated leadership experience.
- It is a condition of employment in this role for the employee to be, and remain, vaccinated against measles, mumps, rubella, varicella (chicken pox), pertussis (whooping cough) and hepatitis.
- It's a mandatory condition of employment for the employee to be vaccinated against COVID-19. Evidence of initial two vaccinations must be provided before employment is confirmed.
- Proof of qualifications is required to be provided prior to the commencement of duty.
- The Quality and Compliance Manager role is a **Specified** position. Applicants for a specified position must provide **one written reference from an Aboriginal and/or Torres Strait Islander referee** to support their ability to meet core capability 2 above.
- It is a condition of employment that all employees are holders of a current and valid 'blue card' or Working with Children Check. If you are not already a holder of a 'blue card' you will be required to submit an application on your first day of employment – this is at your cost. Employment cannot continue where your application is not approved, withdrawn or your 'blue card' is disqualified.

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- For the Culturally Appropriate Foster and Kinship Care Service (CAFAKCS) it is a condition of employment for the following to undergo a Child Safety and Personal History Screening Check conducted by the Department of Children, Youth Justice and Multicultural Affairs (Child Safety). There is no fee for this check. Employment cannot continue where your application is not approved or withdrawn.
 - Chief Executive Officer
 - Deputy Chief Executive Officer
 - Director Child, Youth and Family Services, as Nominee
 - Manager, Child Wellbeing
 - Manager, Children and Family Services
 - Manager, Youth and Family Services
 - Coordinator, Child Wellbeing Services
 - Coordinator, Family Wellbeing Services
 - CAFAKCS team members
 - Information Technology Team Members
 - Quality and Compliance Team Members
- Possession of a current Queensland “CA” class driver’s licence is essential.
- Possession of a current CPR certificate or commitment to obtain within the first six weeks of employment is essential.
- Commitment to work within the principles of Aboriginal and Torres Strait Islander community control including a willingness to develop the leadership of Aboriginal and Torres Strait Islander staff.
- Ability to use Microsoft products and the ability to use or willingness to gain proficiency in the client information management systems.

How to apply:

Please submit the following for the panel to assess your suitability. Applications which do not meet these requirements will not be considered.

- Your **resume**, including a comprehensive employment history, your qualifications and the contact details for at least two referees (one should be your current supervisor)
- A one-page pitch, outlining your experience, skills and knowledge that are relevant to the advertised role. Your written response must reflect the competencies outlined in core capabilities.
- Specified reference with application.

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Additional information:

- A non-smoking policy is effective in Wuchopperen's buildings, offices and motor vehicles on all Wuchopperen grounds, across all sites.
- Wuchopperen has a six (6) month probationary period for new employees.
- Employees may be required to work outside of core business hours from time to time.
- Demonstrated commitment to ongoing self-development with a focus on qualifications/skills upgrade.
- Applications must be received by 5 pm on the closing date and can be emailed to recruitment@wuchopperen.org.au