



Job Description & Selection Criteria

Position:	Policy, Quality and Risk Officer
Service:	Toora Corporate Office
Classification:	MEA Level 7.1 – 8.3
Appointment Type:	Permanent at 72 hours per fortnight (9 days)

PRACTICE FRAMEWORK

Toora Women Inc. (Toora) supports women with complex issues who have experienced past or present traumas such as:

- domestic, family and sexual violence;
- mental health issues;
- the impact of their own or another's drug and alcohol use;
- homelessness or needing support to stay out of the homelessness system; and
- the ACT corrections system.

Our current domestic violence, homelessness and AOD health treatment programs range across variety of settings such as crisis, medium-term and head tenancy accommodation, day program, counselling and outreach support, allowing Toora to provide a wrap-around trauma-informed care model, in an integrated service system. We deliver these complex services within a feminist and human rights framework.

All services are based on a theoretical model of recovery, respect and empowerment. This includes encouraging self-help and minimizing the effects of institutionalisation and the harm associated with dependencies.

SUMMARY OF BROAD PURPOSE OF THE POSITION

The Policy, Quality and Risk Officer (PQR Officer) is responsible for leading the further development, review and implementation of quality management systems to ensure funding, legal and accreditation requirements are met and best practice is achieved. The role includes the creation, review or revision of organisational policies and processes as well as risk management.

This position is a member of the Leadership team and provides executive support to the Board. Ability to commit, support and promote the organisation's Vision, Mission, Values, and the strategic and business direction of Toora is essential.

KEY WORKING RELATIONSHIPS

The PQR Officer is responsible to the Chief Executive Officer (CEO).

This position requires the development and maintenance of strong working relationships with:

- Toora Board;
- Toora Leadership team;
- Toora services and program teams;
- Accrediting bodies, including but not limited to Quality Innovation Performance Limited (QIP), Community Services Directorate and Australasian Therapeutic Communities Association (ATCA);

- Other relevant services, including but not limited to third party service providers such as the online risk management system administrators and website developers.

DELIVERABLES

Strategic

- Contribute to the leadership, strategy, priorities and overall running of Toora Women Inc., delivering the business and risk management plans of the organisation
- Contribute to overall workforce planning including recruitment and retention, succession planning, professional development and emerging business opportunities.
- Contribute to analysis of data, strategy, competitive landscape and industry trends at off-site meetings.
- Champion and progress cross-Toora cooperation to increase synergies between services
- Formulate and initiate extensive projects or programs which impact on the organisation's goals and objectives
- Provide specialised professional and administrative advice on policy matters within the organisation and to the Board

In addition – Senior PQR Officer Level 8

- Apply theoretical approaches in the search of optimal solutions to new problems and opportunities.
- Provide consultancy to other services, where required.

Policy Development and Management

- Conduct an annual review of Toora organisational policies and procedures to identify gaps for policy development
- Maintain a policy review schedule and update existing policies, as required.
- Ensure accessibility to up-to-date organisational policies via SharePoint.

Quality Assurance/Quality Improvement

- Lead the further development, implementation and review of quality management systems to ensure funding, legal and accreditation requirements are met and best practice is achieved.
- Manage the relationship with QIP, develop and work within a quality plan and meet all reporting deadlines.
- Provide advice to the CEO and Executive team around quality assurance and quality improvement principles and emerging priorities to be addressed within the organisation.
- Facilitate engagement with other Toora staff in the participation of quality assurance/improvement activities and processes.
- Coordinate feedback from stakeholders, staff and clients for evaluation across all Toora programs and prepare reports of quality management purposes for the organisation.
- Develop, monitor and ensure compliance with risk management plan, in liaison with the CEO
- Provide professional development support to staff in relation to quality assurance/improvement activities
- Develop and maintain standard templates for standard organisational functions within Toora
- Participate in induction of new staff in relation to quality assurance practices.

Administration

- Understand all areas of computer operations to meet the needs of the job
- Assist in maintaining appropriate communication, correspondence and records management practices by:
 - Typing and distribution of agenda, taking minutes for relevant meetings, as directed by CEO,
 - Distributing written minutes within one working week of meeting, and
 - Manage SharePoint

Teamwork, Networking and Liaison

- Participate in Committee and team meetings, as required.
- Maintain effective, positive relationships with all relevant stakeholders.

Professional Practice, Professional Development and Performance Management

- Engage in professional development activities
- Attend to regular supervision with the CEO and accept direction.
- Represent Toora in a professional manner on external committees or working parties.

Work Health Safety / Quality Improvement Systems

- Take reasonable care to protect their own health and safety at work and meet all obligations under the WHS Act 2011
- Adhere to Toora WHS policies and procedures including self-care policy.

General Accountabilities

- Undertake other duties, as directed

Version 3

SELECTION CRITERIA

The PQR Officer must have knowledge of trends and innovations in the area of quality control management. Good oral and written communication skills are needed for communication with internal and external stakeholders and writing policy and procedures. Attention to detail is an essential. The PQR Officer must also have knowledge of general applications and quality assurance information systems management. The PQR Officer can conduct research on quality assurance and must be ready to provide solutions within the quality assurance process.

Essential Qualifications

- Relevant qualifications in a social science field, post graduate qualifications in management and/or a relevant discipline.
- Must possess a valid ACT Working with Vulnerable People registration and a satisfactory National Police Check.
- Must possess a current driver's license and be willing to drive.

Demonstrated Essential Criteria

- Well-developed knowledge and ability to implement quality assurance / quality improvement principles in a medium sized community organisation
- Knowledge of tools, concepts and methodologies of quality assurance
- Knowledge of relevant regulatory requirements
- Experience in policy development and implementation
- Ability to research, develop and implement quality improvement information and when required, present information and motivate staff in engaging with these processes.
- Good data analysis skills e.g. analysing Survey Monkey data
- Good communication, negotiation, liaison and facilitation skills
- Proven skills in attending to detail and process with the ability to take initiative, finish projects and meet tight deadlines without supervision.
- Proficient computer skills including the use of Microsoft Office applications.

Desirable Criteria

- Experience working in community services and understanding of gendered framework.
- Skills in SharePoint administration is highly desirable.

Conditions of Employment:

- The duties of this position may be adapted to changing organisational requirements as determined by the Toora planning processes. Any change to the job description will not occur without consultation with the staff concerned.
- Must possess a current driver's license and be willing to drive.
- Required to work from any location, within integrated Toora service system.
- Must adhere to the policies and procedures of the organisation.
- Must work respectfully and collaboratively with other team members.
- Some out of hours may be required.
- Toora Women Inc. operates a smoke free workplace in accordance with the Workplace Tobacco Management Policy.
- Each staff member will have in place, in addition to the above responsibilities, a 12 month individual work plan including key objectives, performance indicators, targets and outcomes. The work plan will include a statement of team values and expected behaviours, and will document individual training, learning and development priorities. Annual performance appraisals will be informed by this work plan.