



Position Description

Senior Manager, Clinical Governance and Quality

Position	Senior Manager, Clinical Governance and Quality
Team	Impact & Strategy
Employment Type	Permanent Part Time
Hours	1.0 Full Time Equivalent
Location	Sandringham <i>From time to time the incumbent may be requested to work from, or be based at, other Family Life sites.</i>
Reports To	Chief Impact Officer
Effective Date	February 2022

Overview of Program

The Impact and Strategy team lead and support strategic growth and development at Family Life. A key component of this focus is to establish and drive an integrated and connected systems approach that enables strong clinical governance and a continuous improvement view of quality beyond compliance obligations. This role is a member of the Impact and Strategy leadership team, working closely with the Senior Manager Practice and Evidence, Senior Manager Community Activation, and Grants and Implementation Officer.

Position Objective

1. Coordinate, with the Clinical Governance Committee, implementation and management of the Family Life Clinical Governance Framework, including incidents and complaints management.
2. Oversee the organisational clinical risk management functions including risk identification, risk response, risk schedules and risk treatment.
3. Lead the continuous improvement culture of the organisation to ensure continuous improvement objectives are integrated with the Quality Management System.
4. Oversee and lead internal and external quality audit processes.
5. Oversee organisational compliance with OHS requirements that relate to clinical governance and quality.
6. Oversee the design and implementation of the Family Life Reconciliation Action Plan
7. Perform the Privacy Officer function.
8. Coordinate internal working groups and committees that relate to clinical governance and quality functions.
9. Provide Corporate Governance support to the CEO and Board, including the Company Secretary.
10. Continued partnership and collaboration within Family Life's leadership group to support strategic planning and continuous improvement, and effective organisational leadership.
11. Support staff awareness and skill development in the areas of risk identification and management (including critical incident response), identification and pursuit of quality improvement initiatives and participation in audit and accreditation processes through training, internal working groups and mentoring.

This role supports Family Life's overall quality objectives for the provision of safe, effective, connected, person-centred services for every client, every time.

Key Responsibilities

The key responsibilities include but are not limited to:

Oversee and lead Clinical Governance & Risk Management including:

- Integrate practice quality with policies and procedures to manage risk with the aim of providing safe, effective, connected, person-centred services for every client, every time.
- Support and coordinate, with the Clinical Governance Committee, implementation and management of the Family Life Clinical Governance Framework.
- Lead and provide expert oversight of risk management systems and risk assessment and review, ensuring compliance and integration with continuous improvement and Quality Management systems.
- Facilitate managers' identification and assessment of potential risks that may hinder the reputation, safety, and security of the organisation.

- Develop and maintain systems for recording, monitoring, and communicating the organisation's Risk Management plan.
- Support the organisation's responses to incident and complaint management providing consultation to management, and support for the implementation of continuous improvement findings.

Oversee Quality including the Quality Management System and the Quality & Compliance Strategy including:

- Coordinate the development and implementation of a Continuous Improvement Plan.
- Coordinate the development of Family Life's Reconciliation Action Plan
- Monitor and adapt Family Life systems in response to regulatory reform, and lead responses to relevant service standards including the Child Safe Standards, Multi-Agency Risk Assessment and Management Framework, (including the relevant Information Sharing Schemes) and requirements for embracing diversity and inclusion.
- Coordinate and manage internal and external audit processes in state and federal funded services, guided by ISO 9001.
- Work with Managers to ensure the review and continuous improvement of organisational policies and procedures to support quality services, to achieve outcomes against the Quality and Audit Plan.

Governance, Privacy, Regulatory Environment, Contracts, and Internal Systems Projects including:

- Serve as the organisation's Privacy Officer and support the organisation's fulfilment of obligations under privacy legislation and in responding to subpoena requests.
- Monitor the regulatory and contractual environment and liaise with managers on suggested incorporations of key regulatory requirements into organisational policies and practices, and be alert to any issues of contractual significance.
- Provide support to internal projects concerning system reform or development, providing, where relevant, responses to sector consultation invitations, and assistance in implementation, including development of new policies and procedures.
- Ongoing review of relevant standards, and provision of advice to the CEO and the Board on effective corporate governance.

Organisational Health and Safety Compliance:

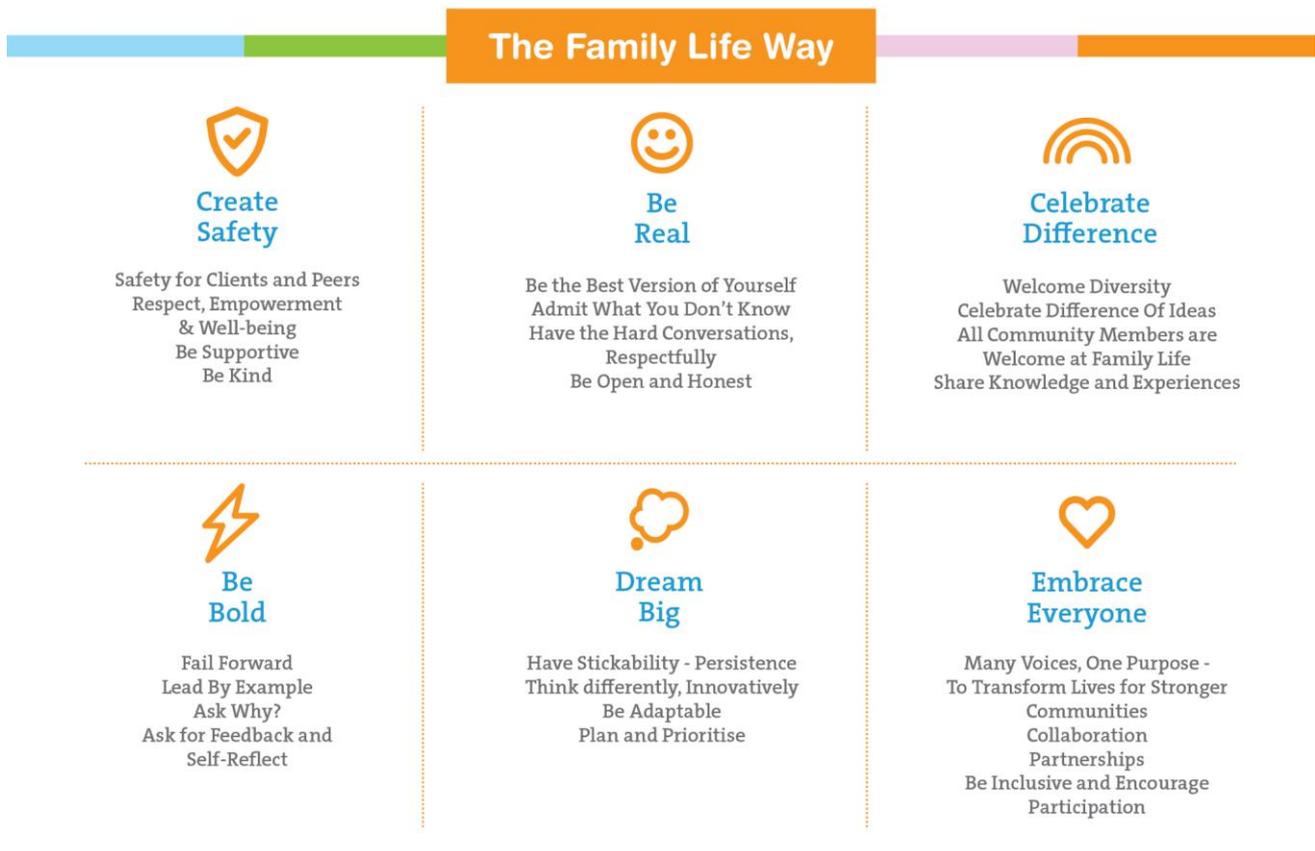
- Oversee organisational compliance with OHS requirements that relate to clinical governance and quality.

Key Selection Criteria

1. Graduate or postgraduate professional qualification in relevant discipline; health or community services related qualifications highly desirable.
2. A systems thinker that enjoys problem solving and working with others to find solutions
3. Advanced communication skills, with the ability to enable effective and empathetic communication in complex circumstances, with internal and external stakeholders including service users.
4. Previous involvement in the community services sector and/or a not-for-profit organisation and / or clinical experience which can be applied to the community services sector.
5. Demonstrated ability in key stakeholder relationship management; demonstrates a strong customer service philosophy.
6. Demonstrated ability in management of projects to outcomes, targets, timelines and budget.
7. Excellent attention to detail and clear presentation of information.
8. Employs an ethical and professional approach to the work of the organisation.
9. Respect for confidentiality and demonstrated integrity.
10. Flexible and adaptable in response to the needs of the organisation, the community, and the position.
11. Commitment to continuous improvement and best practice approaches.
12. Information technology skills, including proficiency in Microsoft Office and Google suite.

The Family Life Way

Our six principles are at the heart of the work that we do at Family Life, they inspire us to achieve the best results for our clients and the communities we serve. The principles exemplify our commitment to support our people to produce quality services and outcomes.



Additional Information

- Family Life is a youth and child safe organisation that values, respects, and listens to children and young people.
- All offers of employment are subject to a satisfactory Working with Children Check and Police Records Check.
- Family life operates across multiple sites, therefore it is essential that all employees hold a current Driver's License.
- Family Life offers generous salary packaging benefits.
- All offers of employment at Family Life are subject to a six-month probationary period.
- Family Life is committed to providing a safe, healthy and friendly working environment.
- Family Life prides itself on being flexible and family-friendly wherever possible for the mutual benefit of employees and the organisation.
- Family Life expects all employees and volunteers to understand and behave in accordance with our principles, purpose, values and code of conduct.