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| **POSITION DESCRIPTION** | |
| **Position title** | Quality Manager |
| **Reports to** | Senior Quality Manager |
| **Location** | Brisbane |

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| **ABOUT** |

Imaginative Human Services is a young, dynamic and creative disability service, providing a range of support services to people with disabilities, their families and individuals in need. We accomplish this by combining interpersonal, therapeutic support with newly developed, innovative technology that enables us to provide a more responsive, transparent and accountable model of care.

We value a “thinking outside the box” culture where everyone at Imaginative – participants, families, stakeholders and employees, are encouraged to put forward and try new ideas that could benefit and improve the support and care we provide to people with disabilities and their families.

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| **DUTIES AND STANDARDS** |

Manage quality commitments & Research and Development

Ensure compliance with the NDIS Quality and Safeguards Commission standards.

Embrace and champion Imaginative’s “thinking outside the box” culture and use of technology

Collaborate with internal and external stakeholders to develop new, innovative ways to meet and exceed NDIS registration standards

Review and develop frameworks, policies and procedures

Facilitate audit processes from design, implementation, collation, reporting and managing actions.

Oversea, coordinate and deliver training to new and existing staff

Support staff to engage with IHS technology

Conduct investigations into reportable incidents and support participants, families and care teams to develop and implement corrective actions

Play an active role as part of the Leadership team

Ensure an up to date knowledge of relevant legislation and NDIS standards is maintained

Collaborate with Care Manager’s to provide individualised support to participants and their care team

Continuous improvement of quality systems, processes and outcomes

Lead quality improvement across the organisation

Advise on best practice quality systems and approaches

Act as a resource to staff on continuous quality improvement

Monitor and evaluate new and existing procedures and systems to support best practice

Relationship development

Connect and build relationships with teams across the organisation to understand how to support the improvement of quality outcomes and processes

Connect and build relationships with external stakeholders, e.g. behaviour Therapists and NDIS representatives to support best practice and ensure compliance with legislative standards

Support and encourage the highest level of participant and family participation to improve services

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| **REQUIREMENTS AND SKILLS** |

Tertiary Qualification in Human Services or related industry and a quality/business Management qualification

Quality Management experience

Project Management

Keen attention for detail

High level of written and verbal communication skills

Competent and confident in the implementation and use of new technologies

High level of facilitation and consultation skills and the ability to effectively communicate with board of directors, senior management, internal and external stakeholders and staff

In-depth understanding of registration requirements for Service Providers under the NDIS Quality and Safeguards Commission standards.

In-depth understanding of issues facing children or an individual in the disability care sector, the impact of childhood abuse and trauma, and crisis management techniques;

Ability to work autonomously in an isolated environment, supported by established procedure

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| **SALARY AND CONDITIONS** |

**Salary:** Employees will be paid accordingly based on the Social, Community, Home Care and Disability Services Industry (SCHADS) Award, which will depend on the employee’s qualifications and work experiences.