Position Description

Quality and Risk Manager

Location:	National Office - Melbourne
Department:	People & Culture
Level:	EO2
Employment Type:	Maximum Term, Full time
Approved By:	Debbie Mann
Date Approved:	June 2018
Agreed By:	
Date Agreed:	

1. HEADSPACE VISION

All young Australians are supported to be mentally healthy and engaged in their communities.

2. HEADSPACE MISSION

headspace collaborates to design and deliver innovative ways of working with young people to strengthen their mental health and wellbeing.

3. HEADSPACE VALUES

It is a requirement of all **headspace** positions that work will be undertaken in line with the **headspace** values as follows:

- Innovative – We have the courage to explore new ideas and take new approaches
- Collaborative – We bring the right people together to get the best result
- Inclusive – We respect and value diversity and believe everyone counts
- Achieve – We are responsive to community needs and deliver on expectations
- Passionate – We are dedicated to making a difference in the lives of young people and their families

4. POSITION SUMMARY

The Quality and Risk Manager will play a key role in the development and implementation of a comprehensive Quality Framework, incorporating both corporate and clinical quality, risk and policy. The role will support the achievement of **headspace** strategic objectives by leading and developing the annual Quality Plan. This plan will monitor the Quality Management System (QMS) and ensure ongoing evaluation of services and their delivery, whilst supporting efforts designed to improve and enhance operational efficiencies. The Quality Plan will introduce a framework that complements and integrates current Quality Management and Clinical Governance systems that monitor, improve and evaluate the quality and safety of **headspace** clinical programs.

The Quality and Risk Manager will be responsible for coordinating processes to ensure that **headspace** achieves and maintains ISO 9001:2015 accreditation along with other standards relevant to support high quality, safe and effective service delivery.

5. POSITION CONTEXT

headspace is committed to ensuring our approach, our services, our people and our partners maintain a focus on continuous improvement to build and support high quality, safe and effective services

The Board and executive assign responsibility and authority for many activities of the QMS to ensure compliance, promote and maintain a central focus on young people and their family and friends, and report on QMS performance.

The Quality and Risk Manager will convey **headspace** values, communicate ideas, initiate and maintain systems that continuously assess the environment and management with a view to continuously improve care of young people and their families as well as work flow. In addition the role will significantly contribute to the overall Risk and Management Framework as well as the Workplace Health and Safety (WHS) Framework across the organisation.

Reporting directly to the Executive Director People and Culture, the Quality and Risk Manager will work collaboratively with the existing quality and governance structures to provide a framework that incorporates coordination, direction, systematic monitoring and evaluation to positively affect quality, safety and service to employees, clients and stakeholders. The role will work closely with senior leaders across **headspace** Services, and the Executive, in particular with the Executive Director Finance and Business Operations for corporate governance and the Executive Director Clinical Practice for clinical governance. The incumbent will hold line management responsibility for the Human Resources Advisor – WHS.

The position requires the ability to execute and achieve deliverables within timelines, managing conflicting priorities whilst working collaboratively across both clinical and non-clinical areas of **headspace**. This requires a highly motivated individual who can engage, liaise and negotiate with a broad range of stakeholders.

6. KEY RESPONSIBILITIES/OUTCOMES

- Lead and implement a systematic approach to corporate and clinical governance, risk management and policy.
- Work cross-functionally to develop and implement an integrated quality framework.
- Lead, facilitate and coordinate the annual Quality Plan in collaboration with the Executive team ensuring clear purpose and benefits for each activity to create sustained change.
- Lead and coordinate the process towards achievement of ISO 9001:2015 accreditation.
- Provide quality input to policies, procedures, guidelines and activities as required to ensure they remain relevant and current.

- Educate and support staff to ensure processes conform to the principles of continuous quality improvement to critically examine practice, practice change, safety and efficiency.
- Assist in ensuring that **headspace** services are fit for purpose, consistent and meet both external and internal requirements, including compliance.
- Coordinate the activities required to meet applicable quality standards.
- Monitor the quality objectives that have been established and report through to Executive and the Board on a regular basis.
- Provide the focus, direction, and control for QMS audits.
- Monitor and advise on the purpose and performance of the QMS, producing data and reporting on performance and measuring against set standards and the needs of stakeholders.
- Contribute to and work within an integrated Risk Management Framework.
- Act as point of contact on quality matters as required (e.g. WHS, feedback and incident reporting), coordinate nonconformity and corrective actions.
- Organise, facilitate and lead the review and analysis of incidents, conducting in depth investigation into serious events in collaboration with staff and senior leadership
- Actively develop and participate in relevant internal Quality and Risk committees to ensure effective process, guidance, support and standards across the Quality activities of **headspace.**
- Support the Quality and Clinical Governance Committee (headspace Board sub-committee) with the preparation of reports and documentation, whilst driving the outcomes of the meetings to ensure actions are appropriately assigned and completed.
- Build the **headspace** culture and engagement of our people through effective people leadership and management for your team and individually, including:
  - Create and maintain a responsive and respectful workplace culture that integrates the **headspace** values.
  - Ensure that staff understand what is required of them, have development plans in place and are provided with timely performance feedback.
  - Provide effective leadership to drive the performance and outputs of the team.
  - Monitor, evaluate and manage staff performance to enable individual and team professional growth and development, addressing staff performance issues as required according to documented policies and procedures.
  - Foster and implement a commitment to continuous improvement within your team.
- Model and demonstrate constructive working relationships and information exchange across the organisation.
- Other duties consistent with the position where required and/or requested by the **headspace** Executive from time to time.

7.   SELECTION CRITERIA

The following criteria must be met for consideration for this position:

7.1 Essential

- Demonstrated experience promoting a culture of continuous quality improvement in a clinical setting.
- Proven track record in leading, implementing and managing quality, safety and risk management programs at the senior management level.
- Experience in managing accreditation/review processes for accreditation programs such as ISO9001, ISO31000, Australian Mental Health Care Standards and Workplace Health and Safety.
- Proven ability to drive all facets of a QMS at all levels of an organisation.
- An ability to lead, train and educate employees across all levels in the requirements of a Quality Management System.
- Demonstrated understanding of performance measurement, benchmarking, and service standards in the health sector.
- Exceptional verbal and written communication skills including the preparation of reports, briefs and educational materials.

PD_EO2_Quality and Risk Manager_290618

Commercial in Confidence
headspace National Youth Mental Health Foundation Ltd.

- Strong organisational and project management skills with an ability to work to timelines and be outcome focused whilst managing multiple tasks.
- Proven track record in building teams and maintaining effective working relationships with a range of stakeholders for the effective delivery of quality objectives.
- Ability to work both independently and collaboratively as a productive team member.
- Advanced computer skills including word processing, spreadsheets and database applications.

7.2 Desirable

- Approved tertiary qualification in an allied heath discipline, including nursing, social work, psychology or occupational therapy.
- Experience of driving quality and safety within a mental health service.
- Experience in the Not for Profit and/or public health sector.
- A broad understanding of the mental health service system in Australia.

8. POLICIES AND WORKPLACE PRACTICES

All **headspace** employees are required to acquaint themselves with the organisation's policies and procedures and to abide by them at all times.

It is expected that at all times, employees will:

- be respectful towards the organisation, colleagues, clients and the general public
- be cognisant with and uphold the objectives and philosophy of **headspace**
- act collaboratively with all colleagues
- act in a safe and responsible manner at all times

Commercial in Confidence

PD_EO2_Quality and Risk Manager_290618 **headspace** National Youth Mental Health Foundation Ltd.