

## Position Description

### Quality Advisor

**Location:** National Office - Melbourne

**Department:** People and Culture

**Level:** HS6

**Employment Type:** Maximum Term, Full time

**Approved By:** Debbie Mann

**Date Approved:** October 2020

**Agreed By:** \_\_\_\_\_

**Date Agreed:** \_\_\_\_\_

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#### 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

At headspace, we are inspired by and believe in the power of youth. We work together to deliver authentic, progressive and inclusive services to build a brighter future with young people. We know where we're going, we're guided by our values, and we're committed to getting there together. Our people play an important part in shaping our culture and therefore, all headspace employees are expected to undertake their work in accordance with the headspace values as follows:

- **Inclusion** - We have a welcoming, safe and inclusive work environment - we believe that there is strength in difference
- **Collaboration** - We share information and work collaboratively, internally and externally, to deliver great outcomes with young people
- **Agility** - We are agile and innovative in our approach, so that we continue to meet the changing needs of young people
- **Excellence** - We have dedicated people who are empowered to deliver on our promises so that we can provide professional, high quality services



#### **4. HEADSPACE VISION FOR RECONCILIATION**

The headspace vision for reconciliation is an equitable Australia where the 60,000 year old cultures and continuing connection to Country of Aboriginal and Torres Strait Islander peoples are respected and celebrated. This future Australia is united by the understanding of our shared past, upholds the rights of Aboriginal and Torres Strait Islander peoples, and embraces self-determination and diversity. The headspace Reconciliation Action Plan formalises our commitment to reconciliation and to strengthening the social and emotional wellbeing of Aboriginal and Torres Strait Islander young people and communities.

#### **5. COMMITMENT TO CHILD SAFETY**

headspace is committed to being a child safe and child friendly organisation that recognises, respects and promotes the rights of children, young and vulnerable people. We recognise our responsibilities in keeping young people safe from any abuse from or by our employees and volunteers and will ensure that the safety of young people is always our first priority. headspace has a zero tolerance policy to child abuse, harm and neglect.

#### **6. POSITION SUMMARY**

The primary purpose of this position is to work collaboratively with the organisation's senior leaders, managers and staff to promote a culture that facilitates the delivery of high-quality service provision through monitoring, improving and evaluating the quality and safety of headspace clinical and corporate programs including headspace Schools, Digital Mental Health Programs, Vocational Programs, as well as those yet to be developed.

With a focus on quality systems, this role will work under the direction of the Quality and Risk Manager to ensure effective quality governance systems are in place and provide leadership, advice and support to quality improvement initiatives, clinical incident and risk management and system development.

A key aspect of this role will be to support the development of an education program to enhance and build the confidence and capabilities of the workforce to drive ongoing, quality, safety and compliance improvement across the program areas.

The Quality Advisor will also work cross functionally to provide quality input to organisational policies, procedures, campaigns, promotional materials and other programs and activities as required.

#### **7. 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 Quality Management System (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 Advisor is an experienced and innovative professional with well-developed understanding and experience in the health services quality and safety field, including clinical governance. 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.



The Quality Advisor reports to the Quality & Risk Manager, however, will also work closely with senior leadership roles across the organisation.

## **8. KEY RESPONSIBILITIES/OUTCOMES**

- Play a key leadership role in the implementation of robust quality management processes to ensure appropriate reporting of incidents and feedback and thorough review and trend analysis of quality themes and recommendations.
- Undertake incident response activities involving initial response, investigation, development of recommendations and reporting.
- As a subject matter expert, proactively identify and manage impact to clinical safety from incidents as part of incident response
- Work collaboratively within the program areas to optimise the systems and processes to identify, assess and address opportunities for continuous improvement
- Build the capacity of the workforce to undertake effective Quality Management and Clinical Governance by:
  - Providing effective guidance and education in Quality Management, Clinical Governance and continuous quality improvement practices;
  - Leading the development of a Quality and Safety orientation program;
  - Assisting and promoting staff to continuously review work practices;
  - Acting as a resource for staff seeking to implement quality improvement activities;
  - Support staff to prepare, collect and review key data sources for the purposes of improvement planning, reporting and meeting regulatory requirements.
- Support a culture that enables staff to understand, engage and comply with quality, clinical risk and safety guidelines to meet relevant accreditation standards and legislative obligations.
- In conjunction with the relevant staff, coordinate processes to achieve and maintain accreditation and compliance with relevant standards and programs.
- Conduct effective and accurate internal Quality and Risk Audits.
- Promote a multidisciplinary approach to the implementation of quality improvement activities facilitating effective lateral communication with all relevant stakeholders.
- Ensure Quality Committees are provided with current and relevant information relating to Quality Management, Clinical Governance and quality improvement activities.
- Provide quality input to policies, procedures, guidelines and activities as required to ensure they remain relevant and current.
- Engage the workforce to understand quality systems and the value that it provides to the organisation and to those who access our services
- Any other duties consistent with the position where required and/or requested by the headspace Quality & Risk Manager or the Executive Director People & Culture.
- Model and demonstrate constructive working relationships and information exchange within the team and across the organisation.
- Continually build upon knowledge and understanding of Aboriginal and Torres Strait Islander peoples and culture.

## **9. SELECTION CRITERIA**

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



### 9.1 Essential

- Approved tertiary qualification in a health-related discipline, including health service management and/or extensive experience in a quality/risk management health-based role.
- Demonstrated experience in both clinical and non-clinical incident management & investigation.
- A well-developed understanding of the principles of quality, safety and risk management.
- Experience in maintaining quality/risk management documentation and processes.
- Experience in using electronic quality/risk management systems (e.g. Tickit, Riskman).
- Demonstrated experience in identifying and documenting evidence and any gaps against compliance standards and developing actions to address these gaps.
- Demonstrated understanding and experience in healthcare quality management systems and preparation for accreditation.
- Demonstrated ability in supporting the implementation of continuous quality improvement activities.
- Demonstrated experience in the development and implementation of both organisational and clinical policies and procedures.  
Demonstrated ability to develop effective multidisciplinary relationships & progress change management initiatives.
- Highly developed organisational skills with an attention to detail.
- Highly developed verbal and written communication skills.
- Ability to work in a highly productive environment with time pressures whilst managing multiple tasks.
- Advanced computer skills including word processing, spreadsheets and database applications.
- Ability to work both independently and collaboratively as a productive team member.

### 9.2 Desirable

- Post graduate qualification/degree in organisation development/ administration quality management or mental health/allied health qualification, would be highly regarded.
- Experience in the Not for Profit and/or public health sector.
- A broad understanding of the mental health service system in Australia.

## 10. 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

