



**UMBRELLA Multicultural Community Care Services Inc.**

This document is effective from: **04/06/2019**

<b>Position Title:</b>	<b>Quality Manager</b>
<b>Remuneration:</b>	<b>\$90,000 - \$99,000</b>

<b>Programs:</b>	<b>All services and programs</b>
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<b>Responsible to:</b>	<b>Executive Manager</b>
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**Selection Criteria:**

**Essential:**

The required skills, knowledge and experience for the position of **Quality Manager** are:

- Demonstrated knowledge of the Aged Care Act, Privacy Act and other relevant legislation.
- Demonstrated experience in quality management and compliance systems and frameworks.
- Management experience in the community aged care sector and knowledge of relevant programs (Home Care Packages, Commonwealth Home Support Program and the Community Visitors Scheme).
- Management experience in quality and accreditation standards relevant to the community aged care sector.
- Knowledge and experience in conducting investigations for incidents and complaints.
- Knowledge of diversity, access and equity issues for CaLD and LGBTI seniors.
- Demonstrated organisational development and strategic planning skills
- Strong written and verbal communication skills
- Demonstrated ethical standards and values
- Sound knowledge of Microsoft applications

**Desirable:**

- Experience working in a multicultural environment
- Demonstrated knowledge of quality management
- Second language other than English

**Scope:**

This position is responsible for ensuring Umbrella Inc. is operating in accordance with the relevant and applicable standards including, but not limited to the Aged Care Quality Standards and Governance Standards, policy and governance requirements of Umbrella Inc's funded programs and the Umbrella Inc incorporation requirements.



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The Quality Manager also identifies and coordinates new funding applications, tenders and fundraising opportunities. This position works closely with the Executive Manager and management team.

**The key performance indicators expected outputs and outcomes for this position include:**

<b>Responsibilities and Duties</b>	<b>Weighting</b>
<b>Policies</b>	<b>40%</b>
<ul style="list-style-type: none"> <li>• Monitor policy requirements for the community aged care sector, including compliance with the Commonwealth Aged Care Quality Standards and other State and Commonwealth Government legislative requirements.</li> <li>• Develop new policies and/or procedures as required and communicate new policies to all Umbrella staff.</li> <li>• Revise specific Umbrella Inc policies and procedures as required and communicate revised policies to all Umbrella staff.</li> <li>• Review annually Umbrella Inc. Policies and Procedures Manual, Workplace Health and Safety Manual and Emergency Procedures Manual, and other manuals as required.</li> <li>• Ensure that organisational policies and procedures are accessible to staff, volunteers and Board members electronically and in hard copy.</li> <li>• Other duties as required by the Executive Manager and directed towards the quality management requirements of Umbrella Inc</li> </ul>	
<b>Quality and Compliance</b>	<b>30%</b>
<ul style="list-style-type: none"> <li>• Co-ordinate all external funding audit and compliance requirements across all departments on behalf of Umbrella, including the development of an audit site schedule and required evidence checklist.</li> <li>• Coordinate quality training for the management team, assist the management team in implementing quality assurance procedures.</li> <li>• Assist program managers and coordinators in developing client, staff and other surveys.</li> <li>• Maintain Umbrella's Continuous Improvement Plan, Continuous Improvement Register and Complaints Register.</li> <li>• Review Umbrella's Risk Management Plan as required.</li> <li>• Maintain and keep up- to- date the Board and Governance and Policy</li> </ul>	



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<p>folders on Umbrella's Document Management System.</p> <ul style="list-style-type: none"> <li>Assist with and/or carry out internal audits and checks as required across all departments, collating findings into an audit report.</li> </ul>	
<b>Funding and Networking</b>	<b>10%</b>
<ul style="list-style-type: none"> <li>Identify and coordinate new funding applications, tenders and fundraising opportunities.</li> <li>Develop and maintain relationships with government departments, community organisations, peak bodies, funding bodies, professional networks and other stakeholders.</li> <li>Participate in relevant committees, network meetings and consultations to support the aims of the organisation.</li> </ul>	
<b>Management Support</b>	<b>10%</b>
<ul style="list-style-type: none"> <li>Contribute to and participate in general staff meetings, management and other team meetings.</li> </ul>	
<b>Incorporation and Governance of the Umbrella Association:</b>	<b>5%</b>
<ul style="list-style-type: none"> <li>In conjunction with the Executive Manager, review and update Umbrella Inc. Constitution as required.</li> <li>In consultation with the Executive Manager, ensure that Umbrella Inc. General Meetings, Special General Meetings and Annual General Meetings are conducted according to the requirements of Umbrella Inc's Constitution.</li> <li>Coordinate the documentation for AGMs and SGMs in conjunction with the Executive Manager.</li> </ul>	
<b>Other:</b>	<b>5%</b>
<ul style="list-style-type: none"> <li>Promote a safe working environment and work within OSH guidelines.</li> <li>Promote positive ageing, independence and wellness principles</li> <li>Identify and attend self-development and training as authorized by CEO</li> <li>Other duties when required by CEO and organisational needs</li> </ul>	

Signed: \_\_\_\_\_

Date: \_\_\_\_\_

Witnessed by \_\_\_\_\_

Date: \_\_\_\_\_