

## POSITION DESCRIPTION

<b>Position title</b>	<b>Manager Continuous Quality Improvement</b>
<b>Group</b>	Carer Advisory, Response and Innovation
<b>Classification</b>	Level 6
<b>Location</b>	Hybrid working arrangements – combination of work at Carers Victoria's Melbourne City office and work from home, in line with business needs.
<b>Reports to</b>	General Manager, Carer Advisory, Response & Innovation
<b>FTE / Tenure</b>	1.0 FTE, ongoing

### Organisational Purpose

Carers Victoria is a for-purpose organisation working to make sure that the almost 1 million unpaid carers across the state are understood, recognised and supported as while it is an important role, it can also be a challenging one.

To progress our vision of a future in which all unpaid carers are recognised, valued and supported, we:

- provide them with free with advice and information to help them in their role
- connect them to respite activities that allow them to take a break and recharge;
- deliver events and education for carers and carer-interested organisations
- collect, analyse and release information about carers so their role and their needs are better understood.

These contribute to our purpose of advancing understanding of Victoria's unpaid carers and improving their access to assistance – whoever they are, wherever they live, and whomever may be in their care relationship/s. Every Victorian will know, need and/or be an unpaid carer at some point in their lives so the potential reach of our work is significant.

Carers Victoria also prides itself on being an enthusiastic, inclusive, and fun workplace. The people who work with us tell us that they value our warm and welcoming work environment, our high level of flexibility and that the work we do makes a real difference. Our values speak to who we are and what matters to us:

**Committed to carers and caring**

**Able to build and strengthen community**

**Respectful and united in our differences**

**Empower curious and creative pioneers**

**Responsible for our actions, we celebrate success, learn from the rest**

### Group Purpose

#### Carer Advisory, Response and Innovation

The Carer Advisory, Response and Innovation Group will have responsibility for leading the organisation's:

- Carer Advisory and Response Function, which encompasses the organisation's phone-based response to carers and others who contact the organisation via phone, email or other channels; delivery of phone-based intake, assessment, advisory and linkage to funded respite and other opportunities (including the Statewide Carer Advisory Service and the proposed online Carer Portal)
- Funded carer programs, including those where staff are operating in other services (such as mental health and wellbeing). For these programs, there is a strong focus on both delivering existing requirements and preparing for future funding bids or new opportunities.
- Care governance and quality improvement functions, with a focus on building and embedding a continuous improvement culture, developing and implementing systematic approaches to support effective care governance across the organisation; and
- Continuing program of organisational transformation, to support the enhancement of organisational operating models, processes and systems (including the design, development and implementation of a cross organisational CRM, a supporting rules engine and an online carer portal) to maximise the organisation's impact and position it to be able to effectively bid for new opportunities as they arise

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### Position Description - Purpose and Objectives

The Manager Continuous Quality Improvement (CQI) plays a central leadership role in designing and embedding Carers Victoria's approach to care governance, quality assurance and compliance. The role leads the development of a fit-for-purpose Care Governance Framework, ensuring continuous quality improvement is embedded across all services and functions.

Working across multiple programs and teams, this role ensures a consistent and proportionate approach to risk management, quality assurance and practice excellence. The Manager CQI also oversees service provider quality performance, supports accreditation and translates feedback into tangible improvements.

This is a strategic yet hands on role requiring expertise in clinical, health-related or community services settings, ideally with a background in social work, allied health or similar. The Manager also serves as Carers Victoria's Child Safeguarding Officer, ensuring child safety obligations are fully integrated into organisational policies, practice and risk management systems. The role requires strong leadership in quality and governance, with the ability to work collaboratively across the organisation and sector.

### OUTPUT AND ACCOUNTABILITIES

Area of responsibility		Key elements (including but not limited to)
1.	<b>Care governance &amp; quality leadership</b>	<ul style="list-style-type: none"> <li>Design, lead and embed Carers Victoria's Care Governance Framework in alignment with the organisational strategy</li> <li>Provide high-level advice on care governance to support service delivery, innovation and risk management.</li> <li>Ensure proportionate and fit for purpose quality systems are implemented across all services and teams.</li> <li>Lead internal frameworks and mechanisms that promote care safety, accountability, and transparency.</li> </ul>
2.	<b>Organisational quality &amp; compliance</b>	<ul style="list-style-type: none"> <li>Maintain compliance with accreditation standards and regulatory obligations</li> <li>Lead organisational readiness for audits and accreditation processes in collaboration with relevant leaders</li> <li>Conduct regular internal reviews and implement recommendations from external audits or evaluations.</li> <li>Develop policies, procedures relevant to quality and compliance.</li> <li>Act as Carers Victoria's Child Safeguarding Officer, in line with relevant Child Safe Standards and other relevant legislative requirements.</li> </ul>
3.	<b>Service provider quality oversight</b>	<ul style="list-style-type: none"> <li>Develop and implement a service provider lifecycle and assurance framework</li> <li>Oversee monitoring and performance management of high-risk service providers</li> <li>Ensure provider compliance with contracts, quality standards and regulatory expectations</li> <li>Lead issue resolution, continuous improvement planning and reporting on provider performance.</li> </ul>
4.	<b>Practice Leadership &amp; quality culture</b>	<ul style="list-style-type: none"> <li>Champion a culture of safety, learning and continuous quality improvement</li> <li>Collaborate with Practice Leaders and other managers to support new models of practice and carer-centred service delivery</li> <li>Influence change at both leadership and front-line levels through coaching, training and tools</li> <li>Build capability across the workforce to support quality and compliance responsibilities.</li> </ul>
5.	<b>Feedback analysis and risk management</b>	<ul style="list-style-type: none"> <li>Lead the organisation-wide approach to complaints, compliments and feedback management</li> <li>Identify and analyse systemic and non-systemic issues emerging from feedback, incidents and data</li> </ul>

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		<ul style="list-style-type: none"> <li>Translate insights into meaningful system changes and service improvements</li> <li>Maintain clear processes for issue escalation, resolution and feedback loops across teams</li> </ul>
<b>6.</b>	<b>Strategic advice &amp; internal leadership</b>	<ul style="list-style-type: none"> <li>Act as delegate for the General Manager at internal and external meetings as required</li> <li>Provide expert analysis and strategic recommendations to the Executive Leadership Team, Board and Committees</li> <li>Prepare high quality reports, papers and data summaries to inform decision making and strategic direction</li> <li>Participate in and lead cross-organisational initiatives, projects and reviews relating to governance, quality and compliance.</li> </ul>
<b>7.</b>	<b>External engagement &amp; sector influence</b>	<ul style="list-style-type: none"> <li>Engage with funders, regulators and peak bodies, and partners on matters of quality, governance and compliance</li> <li>Maintain awareness of sector reforms, trends and best practice to inform Carers Victoria's approach</li> <li>Represent Carers Victoria in sector quality forums and contribute to external policy and practice development.</li> </ul>
<b>8.</b>	<b>Staff capability and clinical support</b>	<ul style="list-style-type: none"> <li>Identify and support capability building across teams in relation to governance, compliance and safe practice</li> <li>Provide clinical or practice-based advice to senior managers and practice leaders as required</li> <li>Support development of resources, training and supervision models</li> <li>Coordinate and support student placements in collaboration with relevant leaders.</li> </ul>
<b>9.</b>	<b>Professional Development</b>	<ul style="list-style-type: none"> <li>Undertake relevant training and professional development, including mandatory training.</li> </ul>
<b>10.</b>	<b>Occupational Health &amp; Safety, Quality and Continuous Improvement</b>	<ul style="list-style-type: none"> <li>Comply with requirements of the Occupational Health and Safety Act and all reasonable directives given in relation to health and safety at work.</li> <li>Provide a positive contribution towards achieving a culturally safe workplace.</li> <li>Demonstrate commitment to and participate in team quality activities to ensure compliance with Carers Victoria quality accreditation and continuous improvement procedures.</li> </ul>
<b>11.</b>	<b>Other Duties</b>	<ul style="list-style-type: none"> <li>Other duties as directed consistent with skills, qualifications and experience.</li> </ul>

### ORGANISATIONAL RELATIONSHIPS

Internal	External
<ul style="list-style-type: none"> <li>Executive Leadership Team, People Manager Group &amp; Practice Leaders</li> <li>Board &amp; Committees (by invitation)</li> <li>All other Carers Victoria staff</li> </ul>	<ul style="list-style-type: none"> <li>Funder</li> <li>Service Providers</li> <li>Peak Bodies</li> <li>Regulatory Bodies</li> </ul>

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### KEY SELECTION CRITERIA

Parameter	Skills and experience required
<b>Demonstrated capabilities, knowledge, skills and experience:</b>	<p><b>Essential:</b></p> <ul style="list-style-type: none"> <li>• Proven ability to lead the design, implementation and embedding of quality improvement and care governance frameworks across diverse programs and teams</li> <li>• Demonstrated ability to lead organisational change, influence practice and embed a culture of continuous improvement, accountability and safety</li> <li>• Capacity to analyse feedback, data and trends to identify systemic risks and implement organisation wide responses</li> <li>• Strong interpersonal and communication skills, with the ability to work collaboratively, influence stakeholders, and represent the organisation externally</li> <li>• Demonstrated leadership and capacity to operate strategically and hands on, including advising executive leaders, prepare reports and drive initiatives.</li> <li>• Extensive experience working in a clinical, health related or community services setting, ideally with a background in social work, nursing, allied health or similar</li> <li>• In-depth knowledge of relevant regulatory and accreditation frameworks, including the Aged Care Quality Standards, Victorian Child Safe Standards, MARAM, Mandatory Reporting and Reportable Conduct Schemes.</li> <li>• Strong understanding of service provider compliance and risk management including experience managing high-risk providers</li> <li>• Experience engaging with external stakeholders such as regulators, funders, peak bodies and contracted service providers on issues of quality and compliance</li> <li>• Knowledge of and experience implementing Child Safe Standards including experience in or capacity to act as Child Safeguarding Officer</li> <li>• Highly developed skills in policy writing, procedure development, quality reporting, and presenting insights to executive and governance bodies.</li> </ul>
<b>Qualifications and other requirements:</b>	<p><b>Essential:</b></p> <ul style="list-style-type: none"> <li>• Tertiary qualification in social work, allied health, community services or related clinical or human services discipline</li> <li>• Additional training or certification in quality management, compliance, governance or risk is desirable</li> <li>• Current National Police Records Check.</li> <li>• Current Working with Children Check.</li> </ul>
<b>Personal attributes and behaviours:</b>	<p><b>Essential:</b></p> <ul style="list-style-type: none"> <li>• Acts with integrity and a strong commitment to human rights, equity and the wellbeing of carers in the community</li> <li>• Champions a culture of safety, accountability and risk management, including child safeguarding and care governance</li> <li>• Balance big picture thinking with practical implementation, moves comfortably between leadership, analysis and action</li> <li>• Builds strong relationships across teams and sectors, works effectively with diverse stakeholders with values inclusive practice</li> <li>• Remains calm and solution focused in the face of change, complexity and competing priorities.</li> <li>• Demonstrated skills and ability to implement inclusive practice principles when planning and delivering work across diverse communities, including LGBTIQ+ communities, Aboriginal and Torres Strait Islander communities, Culturally and Linguistically Diverse communities.</li> <li>• Ensure workforce interactions with carers are kind, caring and respectful of each person's identity, culture and diversity.</li> <li>• Understanding of Child Safety Legislation and a commitment to child safety practice.</li> </ul>

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### CARERS VICTORIA COMMITMENT

Carers Victoria is an equal opportunity employer and welcomes people from culturally diverse backgrounds, linguistically diverse people, Aboriginal and/or Torres Strait Islander peoples, members of the LGBTIQ+ communities and people with disabilities.

Carers Victoria is committed to maintaining a diverse workforce that reflects the diverse needs of the people we support. We draw pride and strength from our diversity and actively foster an inclusive workplace that celebrates the contribution made by all our people. Carers Victoria is also committed to protecting the best interests and safety of children and vulnerable people.

### VERSION CONTROL

<b>Created:</b>	General Manager CARI
<b>Approved by:</b>	Human Resources
<b>Date:</b>	11 September 2025