



Womens Safety Services of Central Australia

Our Vision: Greater Safety, Respect and Dignity for all Women and their Children in Central Australia

Position:	Manager – Quality Improvement, Research, and Insight
Reports to:	Chief Executive Officer
Remuneration:	7.1 – 7.3 (depending on skill and experience) <i>Generous package including 6 weeks annual leave and salary sacrifice</i>
EFT:	Full time 38 hours per week
Commencement:	as available – 3–5-year contract

Women's Safety Services of Central Australia (WoSSCA) is a not-for-profit, non-government organisation that operates on a feminist framework and is committed to assisting women and children experiencing domestic and family violence. WoSSCA provides several services which include; 24-hour Crisis Accommodation, proactive Outreach, Court Support, Men's Behaviour Change Partner Contact, Co-responder Project and Community Development and Training.

Function:

Reporting to the Chief Executive Officer, the role of Manager – Quality Improvement, Research, and Insight is a key leadership position, providing evidence-based quality improvement recommendations across WoSSCA. You will contribute to the collective strengthening of WoSSCA's services; by ensuring that the implementation of policies and procedures are aligned with local, national and international evidence bases and best-practice. You will provide expert advice and assistance within WoSSCA to build on current capability to meet quality improvement objectives across the organisation. You will play a pivotal role in implementing WoSSCA's Client Feedback Framework and will contribute to quality reporting, submissions, and future funding opportunities.

Duties and Responsibilities:

- Provide professional advice and practical assistance to the CEO, Managers, and staff on a broad range of evidence-based quality improvement and accreditation requirements.
- Foster a positive workplace culture through exemplary leadership and mentoring practices and role modelling of appropriate workplace behaviour.
- Alongside the CEO and Managers, develop, review and implement policies, processes, and procedures that contribute to quality improvement across WoSSCA's programs.
- Proven ability to interpret and communicate complex data clearly and creatively.
- Oversight of data analysis and service reviews that contribute to service improvements and developments that align with evidence-based best practice, locally, nationally and internationally.
- Develop capacity and capability of the WoSSCA Leadership Team to contribute to continuous quality improvement.
- Provision of professional development training to WoSSCA staff that addresses organisational quality improvement needs.
- Have oversight of the review and implementation of a WoSSCA Client Feedback framework.
- Assist with achieving quality management objectives across the organisation.

- Assist the CEO with impact reporting, submission writing and evidence-based position papers on subjects relevant to WoSSCA and the domestic, family and sexual violence sector.
- Assist the CEO with identifying funding opportunities that allow WoSSCA to address service demands and gaps.
- Other duties as required by the CEO.

Selection Criteria:

1. Degree and/or significant expertise in Social Work, Psychology, Quality Improvement or related field, preferably within the human services or not-for-profit sector.
2. Previous experience in reporting and data analysis, particularly as it relates to service demand and delivery.
3. Previous experience in client feedback frameworks, their development and implementation and responding to issues arising.
4. Proven track record of building trusted relationships with a diverse range of stakeholders.
5. Demonstrated analytical and problem-solving skills with an ability to communicate complex data clearly to various stakeholders.
6. Experience in continuous quality improvement frameworks and working alongside managers to identify and develop strategies to maintain practice standards.
7. Experience in developing, delivering and evaluating training workshops that meet the professional development needs of staff.
8. Demonstrated leadership, influencing and collaboration skills and the ability to drive change.
9. Excellent communication and interpersonal skills, particularly as it relates to the development of position papers and submissions.
10. An awareness, understanding and sensitivity to Aboriginal culture and the ability and experience to communicate on matters relevant to the delivery of WoSSCA services.
11. Significant experience in quality improvement, driving organisational change and leading complex projects.

Mandatory requirements:

- Must be an Australian Citizen or have unlimited work rights within Australia.
- A National Police Criminal History check (less than 3 months old) with acceptable outcome.
- Northern Territory Working with Children Clearance (Ochre Card).
- Current NT Driver's Licence.
- Current First Aid Certificate or willingness to obtain one.

Compliance/Policies/Procedures:

This position will work under the policies and procedures of WoSSCA and in accordance with our ethics, mission statement and vision. It will also meet the relevant policy and legislative requirements of the funding body and government.