**Job Description Form**

**Quality Manager**

**(Education and Care Regulatory Unit)**

**Position Details**

**Position Number:** 010625

**Classification:** Level 7

**Award / Agreement:** PSA 1992 / PSCSAA 2019

**Organisational Unit:** Governance, Integrity and Reform / Integrity, Intelligence and Professional Standards / Regulation and Quality / Education and Care Regulatory Unit

**Location:** Perth Metropolitan Area

**Classification Date:**

**Effective Date:** July 2021

**Reporting Relationships**

**This position reports to:**

Director, 010662, Level 8

**Positions Under Direct Supervision:**

* 4 x Team Leader Assessments, Level 6
* 1 x Coordinator Applications, Level 4

**About the Department**

The Department of Communities’ mandate is fundamentally about providing pathways to individual, family and community wellbeing. The Department’s direction centres on building safe, strong, secure and inclusive communities that empower individuals and families across Western Australia to lead fulfilling lives.

The Department’s functions and services include disability services; child protection and family support; social and affordable housing; community initiatives and remote regional services reform.

The Department provides the opportunity to implement client centred services within a single outcome-based framework across community services in Western Australia. This framework also provides for a specific focus on delivering integrated, place-based services, recognising that community and individual needs vary significantly between metropolitan and regional communities.

The Department promotes diversity and embraces a high standard of equal opportunity, health and safety, and ethical practice. All employees are required to comply with relevant safety procedures/guidelines and equal opportunity principles at all times.

**Role Statement**

This position manages the Quality team with the responsibility for:

* Ensuring unit business plans and outcomes are achieved and a quality service is delivered.
* Liaising with providers and stakeholders within the sector including the Australian Children’s Education & Care Quality Authority (ACECQA) to ensure National Quality Framework (NQF) objectives are achieved.
* Providing expert advice on assessment and quality improvement matters.
* Managing reviews and appeals.
* Approving, subject to delegated authority, assessments, ratings and applications.
* Implementing and maintaining an audit and review process to ensure consistency and quality of assessments.

**Duties and Responsibilities**

**1. Management**

1.1 Leads and manages the team and strategic projects including resources (human, financial and physical) to efficiently and effectively deliver Unit objectives and develop a continuous improvement culture.

1.2 Facilitates and contributes to planning, developing, implementing, monitoring and evaluating strategic initiatives and projects.

1.3 Provides high level advice to senior management and other key stakeholders on strategic matters.

1.4 Develops relevant policy and provides high level policy advice in relation to area of control.

1.5 Manages change initiatives associated with organisation review and reform.

1.6 Prepares and/or guides the preparation of reports, correspondence, ministerial replies, responses to Parliamentary Questions, briefing papers and speech notes as required.

1.7 Undertakes research relevant to the Early Childhood Education and Care (ECEC) sector and policy evaluating the performance of projects and initiatives in the achievement of NQF objectives.

1.8 Maintains a high level of knowledge and expertise in relation to the sector and NQF to reflect best practice.

1.9 Provides high level consultancy services relevant to area of expertise.

1.10 Builds and maintains strategic partnerships with key stakeholders that assist in the development and implementation of initiatives that support Unit objectives.

1.11 Represents the Department at national, state and local level on committees and industry forums as required in an appropriate and informed matter.

1.12 Negotiates and liaises with internal and external stakeholders to ensure effective and efficient implementation and delivery of business plan objectives and deliverables.

1.13 Develops and maintains networks and strategic relationships with a range of internal and external stakeholders.

**2. Other**

2.1 Participates in Emergency Management and Response duties as required.

**3. Corporate Responsibilities**

3.1 Exhibits accountability, professional integrity and respect consistent with Communities Values, the Code of Conduct, and the public sector Code of Ethics.

3.2 Actively participates in the Communities performance development process and pursues professional development opportunities.

3.3 Undertakes other duties as required.

**Essential Work-Related Requirements (Selection Criteria)**

1. Demonstrated high level competency in leadership and management to achieve organisation and regulatory outcomes.
2. Demonstrated ability to motivate, educate and assist staff implement quality improvement, risk minimisation and accreditation standards.
3. Demonstrated knowledge and experience in development of best practice strategies in quality assurance frameworks and benchmarks.
4. Highly developed conceptual, analytical and decision-making skills.
5. Excellent interpersonal, oral and written communications skills including demonstrated ability to identify and manage key organisational and stakeholder relationships.
6. Significant knowledge and experience in the Early Childhood Education and Care Sector.

**Essential Eligibility Requirements / Special Appointment Requirements**

1. Appointment is subject to a satisfactory National Police Clearance.

2 Whilst this position is based in the Perth Metropolitan Area, intrastate and interstate travel by road or light aircraft and to stay overnight or for short periods is a requirement of the role.