

POSITION DESCRIPTION

Position Title:	Reviewer, Quality and Safeguarding
Department:	Strategy and Business Performance
Immediate Manager:	Senior Reviewer, Quality and Safeguarding
Manager One Removed:	Executive General Manager, Strategy and Business Performance

The Organisation

Possability is an Australian non-profit organisation, providing a range of quality individual and flexible support options, supported accommodation, employment and training, respite and intensive support for people with disability and children and young people with a history of adversity.

Possability has a vision for a world where everyone has the opportunity to pursue their potential. We are catalysts for change in the broader community and in the lives of the people we serve. We believe that freedom and independence are fundamental human rights. Through our actions and conversations we are champions for inclusion.

Possability is committed to providing a quality service designed to be responsive and flexible to individual needs. We do this by removing barriers, increasing options, developing skills and lobbying for change to enable people to achieve their personal goals and achieve their vision of a good life.

Position Purpose

The purpose of this role is to undertake investigation, assessment and development activities that ensure the organisation meets the regulatory requirements to operate Disability and other services across Possability Group entities. The role will draw on clinical expertise to interpret the requirements of the Quality and Safeguarding framework, the NDIS Commission, as well as any other compliance or regulatory requirements that apply to services we provide to guide and direct investigations, risk assessments and formal responses.

Operating Context

The position operates within a broader division of the organisation focused on strategy and business performance. In many instances this role will lead or be in a leadership position of complex investigations and assessments, which will draw in resources from other areas of the organisation. The focus of the role will be set by the organisation's strategic priorities.

Autonomy

This position will operate with a high level autonomy, with accountability for assigned investigations and assessments and significant compliance activities.

Roles and Accountabilities

1. **Reporting:** adhere to NDIS requirements as noted in the booklet linked below - NDIS Quality and Safeguards Commission – Reportable incidents <https://www.ndiscommission.gov.au/document/596>

Employees working with participants also have a duty to report on the following:

- Serious incident report – anything that involves the Police is reported to all management and also directly
 - Field notes (shift report)
 - Behavioural incident form
 - Hazard identification notification
 - Incident accident, injury notification – participant
 - Medication error/incident/refusal notification
 - PRN medication administration notification
 - Seizure monitoring
 - Sleepover disturbance form
2. Conduct assigned investigations in line with the expectations of the Commission in relation to the Quality and Safeguarding Framework, specific areas of interest of the Commission, and in relation to issues raised with or by the Commission in relation to Possability Group entities.
 3. Through investigation and consultation with the Lead Reviewer, identify areas of risk, potential non-compliance, or where the organisation does not meet relevant practice standards and expectations.
 4. Using professional judgement, assess practice and compliance risk, and identify issues for consideration, potential mitigation strategies, and actions.
 5. In consultation with the Lead Reviewer, set and monitor action plans which will meet or exceed the expectation of the Quality and Safeguarding Framework, other regulatory requirements, and Possability Group standards, policies, procedures and ways of working.
 6. Coach and mentor Possability Group entity employees regarding their obligations related to Quality and Safeguarding, including incident reporting and investigation, assessing of risk, and setting appropriate corrective actions.
 7. Develop and implement tools, standards, policies, procedures and ways of working as required to support mitigation of risks and the achievement of the required standard for practice and conduct.
 8. Undertake other participant related practice activity that may reasonably be expected within the scope of professional practice including but not limited to assessments, plans and strategies.
 9. Undertake additional project work as required and agreed with the direct manager of the role.

Generic Accountabilities – All Employees

To provide participants with high quality support that addresses individual needs and enhanced independence, abilities, community participation and/or quality of life all employees are expected to:

1. To demonstrate consideration, understanding and respect for participants and their families at all times in all interactions.
2. Ensure personal and team contribution support overall team effectiveness by demonstrating a high level of commitment and efficient follow through of any tasks until completion or as otherwise agreed with the Chief Executive Officer (CEO).
3. Monitor and report performance against KPIs and take corrective action as required.
4. Consult and collaborate with colleagues, managers and subject matters experts (internally and externally) to ensure the best possible outcomes for Possability.
5. Provide a safe working environment within your area of responsibility, actively participating in and supporting a 'safety first' business culture.
6. Ensure compliance with Statutory and Regulatory requirements, and our policies, processes and procedures.
7. Emulate and encourage others to adhere to, our values in all work related activities.
8. **Reporting:** adhere to NDIS requirements as noted in the booklet linked below - NDIS Quality and Safeguards Commission – Reportable incidents <https://www.ndiscommission.gov.au/document/596>
 - Work Health and Safety (injury/accidents/hazards/near misses)
 - Serious incident report – anything that involves the Police is reported to all management and also directly
 - Safeguarding Children and young people – report to the local state authority.

9. **Safeguarding Children and Young People**

Our organisation takes child protection seriously, and as an employee/volunteer of Possability you are required to meet the behaviour standards outlined in our 'Safeguarding Children Code Of Conduct'. You will have received a copy of these guidelines as part of your induction. You can also access a copy of these guidelines in the Safeguarding Children and Young People Policy section on Confluence.

Our commitment to safeguarding children and young people is reflected in our management systems and our collective organisational culture. Our focus includes zero tolerance for any abuse or neglect and our commitment to the right for safe, best practice outcomes for children, young people and their families. Our organisation recognises that the children and young people we support represent a culturally and linguistically diverse background. This can include those who identify with Aboriginal and Torres Strait Islander, the LGBTI community and those living with a disability or in situations of being unable to live at home. Respecting the rights of all children and young people participating in decision making is fundamental to our supports.

Therefore as a part of your duties and responsibilities, you are also required to:

- provide a welcoming and safe environment for children and young people
- promote the safety and wellbeing of children and young people to whom we provide services
- ensure that your interactions with children and young people are positive and safe
- provide adequate care and supervision of children and young people in your charge
- act as a positive role model for children and young people
- report any suspicions, concerns, allegations or disclosures of alleged abuse to management
- maintain valid 'working with children' documentation
- undergo periodic 'national criminal history record' checks

- report to management any criminal charges or convictions you receive during the course of your employment/volunteering that may indicate a possible risk to children and young people.

Role Dimensions	
This position manages:	Nil
Expenditure Authority:	Nil
Expense Budget:	Nil
Revenue Budget:	Nil
Assets under control:	Nil

Key Performance Indicators

- To be agreed with the direct manager of the role.

Relationships	
Internal	External
People and Culture Staff	Participants, families, advocates, guardians and other representatives
Quality Manager, Quality and Safeguarding	Other stakeholders related to service delivery
Possability Executive	NDIS Commission (key relationship)
General Managers	Quality and Safeguards auditor (key relationship)
Quality roles in operational teams	Industry Agencies
Practice Development	Suppliers
Possability Operational staff	

Selection Criteria	
Essential Qualifications and Experience	• Relevant professional qualification as a practitioner in a relevant discipline. • Experience in operating within a highly regulated human services environment. • Experience investigating complex issues in a human services environment. • Experienced in identifying, assessing and mitigating a broad range of complex practice and service risks. • High level detail and process orientated with high computer literacy skills.
Level of Expertise	• Demonstrated high level understanding of the human services regulatory environment. • Demonstrated high level expertise at working within a quality and compliance framework, including leading investigation, assessment and development activities. • Demonstrated ability to interpret and apply organisational policies and procedures in keeping with the Disability Service Standards and in support of quality assurance obligation. • Developed ICT literacy and competency in all applicable MS Office products

	- Well-developed interpersonal, verbal and written communication skills – including negotiation, consulting and mediation skills. - Demonstrated high level ability to coordinate complex projects, set priorities, demonstrate effective time management skills and meet deadlines, be self-motivated, demonstrate initiative and multi-task in a busy office environment. - Demonstrated ability to work independently and in an office team environment.
Behaviours	- A high level of personal presentation - Analytical thinking and data Analysis – understands the operating environment and makes decisions based on fact-based analysis. - Adapting to and leading change – seeks opportunities to transform the business by supporting others through the change process. - Commercial thinking – practically applies technical/functional expertise and challenges the status quo in contributing to business success. - Delivering results – drives and delivers performance against set goals. - Formulating Concepts – demonstrates short to medium term visioning and develops a plan to achieve the vision. - Emulating values – demonstrates, through behavior, an alignment to and an understanding of Possability's values and the criticality of those values to Possability's ongoing success. - Delivering results – efficient follow through of any tasks to completion or as otherwise determined by the direct supervisor or designated employee. - Exercising initiative and/or judgement - appreciation of the necessity to exercise limited initiative and/or judgement within clearly established procedures and/or guidelines to find positive solutions in response to identified needs. - Leading – demonstrates, through behaviour, the ability to be a successful and effective leader. - Confidentiality – applies the highest level of confidentiality, understanding that confidentiality is an imperative for participants, their families, fellow employees and Possability.

Other Requirements

- Current unrestricted driver's licence relevant to the location in which this role is based.
- State-wide travel as required to meet business needs.
- Provision of a satisfactory National or International Police Check as required.
- TAS: Provision of Working with Vulnerable People registration with an NDIS endorsement.
- QLD: Provision of Blue Card with a valid Yellow card exemption and/or an NDIS endorsement.
- VIC: Provision of Working with Children Check registration. Provision of a NDIS Worker Screening endorsement.

- Provision of a satisfactory pre-employment medical report.
- COVID19 Booster Vaccination evidence.

Our Values

All of the “ways of working” flow from the following values.

We’re inspired: We bring our best to work every day and aim to bring out the best in others. We see the potential in individuals, and encourage people to take the lead and choose their own path.

We’re courageous: We do the right thing and don’t give up when things get tough. We accept challenges and are a force for social change.

We’re skillful: We believe in self-improvement and good practice, always. If there is a better way to do something, we will do it.

We’re responsive: We listen, learn and act. We put people first, demonstrating compassion and understanding.

Version Control and Change of History

Version	Effective from	Amendment
001	29/04/22	Generic Template
002	29/04/22	COVID19 Vaccination evidence added as a requirement
003	29/08/22	Updated by GM Quality and Safeguarding - Relationships