

**POSITION DESCRIPTION – Quality Partner****Part 1 – Expectations for Your Role**

Position	Quality Partner
Service / Program	Organisational Enablement/Quality Improvement and Risk
Industrial Instrument	Each Enterprise Agreement 2024
Instrument Classification	Grade 4
Reports to	Senior Quality Partner
Effective Date	August 2026

Key Deliverables

The position is responsible for supporting a positive quality improvement culture, underpinned by effective Quality, Continuous Improvement and Risk Management Frameworks. The position supports the Senior Quality Partner to ensure high quality, safe services are delivered at EACH. This includes:

- Contributing to contemporary and evidence - based quality improvement which incorporates the customer experience through all stages of the plan – do – study – act cycle.
- Support the preparation and achievement of accreditation and applicable regulatory requirements across EACH.
- Work collaboratively with the Quality Improvement and Risk team to support customer safety and clinical practice improvements.
- Leadership for clinical audits including development of audit tools, collection of data and reporting.
- Support Policy and Procedure review across EACH.
- Support the Quality Improvement and Risk team for managing clinical incidents and feedback.
- Support in managing and reviewing organisation wide processes to ensure continual quality improvement and risk management.
- Manage the successful implementation and update of quality management systems and associated records including operational risk.
- Collect and analyse data and trends on aspects of quality, risk and safety and report findings that stimulate continuous improvement.
- Develop and implement training and education to build a culture of continuous improvement.
- Undertake specialised trauma assessments with consumers referred into the program

Skills

- Consumer focused: a) Systems thinker with an emphasis on partnering with victim/survivors, children and young people and their informal/formal support network to achieve optimal, sustainable outcomes
- Ability to privilege the voice and lived experience children/young people within the context of their family or care arrangement
- Teamwork: contribution to a positive, collaborative and effective work environment; willingness to be proactive and help others
- Achieves results: Successfully achieving optimal outcomes with individuals, children and young people;



- ability to balance administration requirements
- Professionalism: Execute day-to-day activities in a positive, friendly and enthusiastic manner.
- Well-developed interpersonal and negotiation skills
- Ability to work independently and as a part of a team
- Demonstrated understanding of clinical governance principles and application of risk management concepts within a health care setting.
- Proven knowledge of improvement methods and techniques.
- An understanding of quality management issues, especially systems and processes for achieving continuous quality improvement.
- Experience in the National Safety and Quality Healthcare Standards and other relevant standards specific to Program/Division.
- Demonstrated ability to influence and motivate participation in monitoring and improvement.
- Demonstrated ability to manage a range of complex tasks within and across several areas at the one time.
- Excellent writing skills including a demonstrated ability to prepare reports using clear, concise language; plus, the ability to organise information into a logical sequence and include content appropriate for the purpose and audience.
- Exceptional interpersonal skills with demonstrated ability to interact with all levels of the organisation.
- Positive attitude and motivational approach in facilitating change and adopting new concepts.
- Strong analytical and report writing capabilities.

Qualification/Registrations/Licences

- A background of at least 3 years' experience in Community-based healthcare
- A degree in quality improvement and/or management, or progress towards such a qualification, would be an advantage.
- Experience in quality and risk management.

Physical Requirements

- Office Environment: Ability to sit for extended periods and use office equipment.
- Data Entry: Capability to type and handle administrative tasks.
- Office Mobility: Ability to move around the office and attend meetings.
- Light Lifting: Ability to lift and carry up to 5 kg (e.g., laptops or office supplies).
- Visual & Auditory: Ability to read documents and communicate effectively in person and via phone/video.
- Travel: Ability to travel locally to Each locations.

Why we include physical requirements in our Position Descriptions

We list the physical requirements of a role to ensure transparency and to support equitable access to employment. This information helps candidates understand the nature of the role and identify any workplace adjustments or supports they may need to thrive in it. Our aim is to create an inclusive environment where everyone can perform their role safely and effectively, with the right accommodations in place.

If you have specific access needs or would benefit from adjustments to the recruitment process or the role itself, we warmly encourage you to let us know. We're committed to working with you to find solutions that support your success.



POSITION DESCRIPTION - Employee

Part 2 – Expectations for Our Team

At Each, we are committed to improving lives and strengthening communities through a range of health, disability, housing, counselling, and mental health services. With a dedicated team of over 1,500 employees and 250 volunteers, we aim to create a positive impact, empowering individuals to live healthier, happier lives.

Our vision is for everyone to live well, and we strive for a healthier, more equitable future through innovation, advocacy, and community engagement.

We care. We listen. We learn. We deliver. Altogether better care.

Expectation of Employees

Employees are expected to work collaboratively with team members and other Directorates, contributing to both individual and community outcomes. They must model Each's values, ensuring an inclusive, safe, and engaging culture.

Employee Responsibilities

- Ensure quality, safety, and risk management to protect staff, customers, and the community.
- Collaborate with team members and stakeholders to achieve positive outcomes.
- Create a safe, respectful environment that fosters growth, learning, and wellbeing.
- Track progress and outcomes to meet Each's goals and performance targets.
- Work within professional boundaries and program guidelines.
- Demonstrate leadership behaviours and serve as an ambassador of Each.

Quality

Employees must engage in continuous improvement, comply with legislation and accreditation standards, and maintain the necessary skills and knowledge for their role.

Safety & Wellbeing

All Each employees are responsible for their own health and safety, as well as that of others, in line with OH&S legislation and Each's policies.

Child Safe Commitment

Each is dedicated to creating a child-safe environment, with zero tolerance for child abuse. Everyone is responsible for protecting and reporting any suspected child abuse, ensuring the safety and well-being of children involved with Each.

Our Commitment to Inclusion at Each

At Each, inclusion is at the heart of how we work, connect and care. We are committed to creating a workplace and services that are safe, welcoming and responsive, where every person feels respected, valued and able to be themselves.

We celebrate and actively support diversity in all its forms, including Aboriginal and Torres Strait Islander peoples, LGBTIQ+ communities, people with disability, people from diverse cultural and faith backgrounds, people of all ages, and those with lived and living experience of our services.



All employees, volunteers and contractors at Each are expected to:

- Treat others with respect, curiosity and care
- Contribute to a workplace free from discrimination, bullying and harassment
- Engage in culturally safe and responsive ways
- Speak up and take action when behaviours do not align with our values
- Participate in learning to strengthen inclusion, equity and belonging

Key Selection Criteria

Skills & Behaviours

- Adhere to Each's Behavioural and Performance Standards.
- Strong communication and interpersonal skills for building relationships.
- Collaborative team player with a positive attitude.

Desirable Experience, Knowledge, and Qualifications

- Relevant tertiary qualifications.
- Proven collaborative teamwork skills.
- Understanding of the Not-For-Profit and Health sectors.

Mandatory Compliance

- Completion of a Criminal History Check and Employee Working with Children Check (or State equivalent) prior to commencement of employment and as required by legislation and policy during employment, as well as a duty to disclose relevant information that may arise after employment has commenced
- National Worker Screening Check (if required for the role).
- Entitlement to work in Australia
- Consent to Each sharing relevant personal information with the Victorian Department of Education under Early Childhood Workforce Register obligations (If required for the role).

Expected Behaviours for all Each Staff

- Act in accordance with Each's Code of Conduct, policies, and service principles.
- Respond to family violence risk in line with the MARAM Framework.
- Promote a safety-first culture and adhere to health and safety policies.
- Ensure Each Great Care is put through its PACES (Person-Centered, Accessible, Connected, Effective and Safe).
- Support a zero-tolerance stance on abuse, neglect, and discrimination.
- Foster an inclusive, collaborative work environment, prioritizing customer needs.
- Contribute to teamwork, innovation, and continuous improvement.
- Engage in continuous learning and complete all mandatory training on time.