



POSITION DESCRIPTION – Senior Quality Partner

Part 1 – Expectations for Your Role

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| Position | Senior Quality Partner |
| Service / Program | Customer and Service Excellence/ Quality Improvement and Risk |
| Industrial Instrument | Each Enterprise Agreement 2024 |
| Instrument Classification | Level 5 |
| Reports to | Quality Improvement and Risk Manager |
| Effective Date | May 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 Senior Quality Partner reports to the Manager, Quality Improvement and Risk and works collaboratively with key stakeholders across the organisation to ensure high quality, safe services are delivered at Each. The primary focus of this role is quality system development, implementation and evaluation.

This includes:

- Ensure compliance with all applicable regulatory requirements across Each.
- Work collaboratively with the Manager, Quality Improvement and Risk to support customer safety and clinical practice improvements.
- Facilitate program incident and feedback meetings as required and follow up outstanding actions.
- Provide leadership in the investigation of critical incidents and support timely program incident and feedback meetings ensuring actions are completed.
- Partner with Program areas to develop, implement and evaluate quality improvement activities.
- Support QI&R in risk management and in the effective identification of and management of emerging risks.
- Oversee the customer feedback and complaints processes, systems and responses ensuring they are professional and timely, when required.
- Collect and analyse data and trends on aspects of quality, risk and safety and report findings that stimulate continuous improvement.
- Provide reporting to various Governance Committees, the Each Board and external bodies as required.
- Develop and implement training and education to build a culture of continuous improvement.
- Act as a 2IC to the Quality Improvement and Risk Manager to serve as a point of contact for external stakeholders, including regulators, auditors, and accreditation bodies.

Skills

- Ability to influence and motivate participation in monitoring and improvement
- Capacity to manage a range of complex tasks simultaneously across multiple areas
- Excellent writing skills, including the ability to prepare clear and concise reports
- Exceptional interpersonal skills and ability to engage across all organisational levels



- Positive attitude and motivational approach to change and new concepts
- Strong analytical and report-writing capabilities
- Strong in using Microsoft Suite of Products

Experience and Knowledge

- Experience in quality and risk management
- Experience with relevant standards including:
 - National Safety and Quality Healthcare Standards
 - Mental Health Standards
 - NDIS
 - Aged Care Quality Standards
 - Other standards specific to community programs
- Proven change management capabilities with evidence of previous success
- Demonstrated understanding of clinical governance principles and application of risk management concepts within a healthcare setting
- Proven knowledge of improvement methods and techniques
- Understanding of quality management issues, especially systems and processes for achieving continuous quality improvement

Qualification/Registrations/Licences

- At least 5 years' experience in community-based healthcare (desirable)
- Lead Auditor qualification (desirable)

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.



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.