
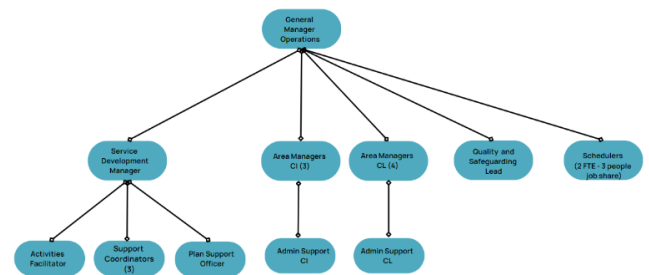




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| Position Name | Quality & Safeguarding Lead |
| Reports to | GM - Operations |
| Level | 6 |
| Approved by (signed) |  Dawn McAleenan Chief Executive Officer |
| Evaluation Date | August 2024 |

- Measuring organisational performance against NDIS Practice Standards and ensuring outcomes are evidenced.
- Participant safeguarding and risk mitigation
- The prevention of abuse and neglect of people with disability.
- Embedding a person centred and citizenship approach.

Organisation Chart



Our Purpose

We believe that everyone has a reason to smile.

Our Principles



Job Purpose

The Q&S Lead is responsible for assisting the organisation to deliver quality services that are aligned to the NDIS Practice Standards, meet NDIS Quality and Safeguards Commission expectations and to drive continuous improvement.

The Q&S lead has systemic responsibility for:

- Crosslinks Quality and Health Management systems including, complaints, incidents, behaviour support, restrictive practices, high intensity support, internal audit schedules and continuous improvement

Where do I fit?

Where does the position holder fit in the organisation? What parts does the job holder impact on?

Reporting to the GM – Operations, the position holder is responsible for Crosslinks Q&S framework and the implementation and compliance. The outcome would be a competent audit rating at each external audit.

What financial targets does the position holder have e.g. key financial to include are operating costs, sales targets, budgets, delegations.

There are no financial targets associated with this role however the position holder will work on creating efficiencies in systems and processes wherever possible, ensuring time and resources are maximised.

What is the leadership responsibility of the position? Do they have direct reports, size and nature of the team?



There are no leadership responsibilities, although a strong requirement to positively influence others through leadership practices, ensuring all employees understand and are committed to Crosslinks quality and safeguarding systems and processes, and in a manner that aligns to the organisations values and principles. This expectation of influence and relationship building ability extends to a range of external stakeholders (families, therapists, funders etc).

What does success look like?

- Support the implementation, operation, and monitoring of the quality and safeguarding practises at Crosslinks including all related compliance documents and framework.
- Oversee the incident management system and drive improvement in the process ensuring better outcomes for participants.
- Manage and oversee reportable incident reporting, offering advice and counsel to Area Managers and liaising with the NDISC
- Oversee Crosslinks Health Management system and High Intensity Supports.
- Manage the behaviour support and restrictive practice management system, coordinate Restrictive Practice Panels and manage RP and URP NDISC reporting.
- Oversee and guide Crosslinks complaints management systems, ensuring complaints are responded to effectively and recorded accurately, and that this feeds through to continuous improvement processes.
- Oversee and manage Crosslinks internal audit schedule, ensuring the schedule is maintained, actions are taken and that this feeds through to continuous improvement processes.
- Identify and report trends, issues and systemic solutions regarding incidents, restrictive practises, behaviour supports, complaints and complex health care support monthly.

Knowledge and Experience

Essential

- Expert knowledge of the NDIS Practice Standards and other Q&S framework legislation (Act, Rules, Provider Guidance docs and provider alerts).
- Demonstrated experience in a role requiring conceptual and analytical skills, strategic thinking, problem solving and ability to synthesise complex information, preferably in a disability setting.
- Sound knowledge of the legislative and policy environment for non-government disability service providers and a demonstrable commitment to improving outcomes for people with disability, their families, and carers.
- Highly structured and organised, with an ability to prioritise and manage complex issues.
- Strong negotiation and influencing skills, both internally and externally.
- Close attention to detail and strong verbal and written communication skills.
- Advanced skill in the application of Microsoft Word, Excel and PowerPoint, MS Office, and the ability to efficiently learn new database systems.
- Well-developed communication skills with the capacity to engage at all levels.
- Demonstrated ability to write clear, cogent, and timely reports on complex matters, develop presentations and other communication material, attuned to the needs of differing stakeholders.
- Work well in a changing environment.
- Have an ability to work autonomously and be a self-starter, with a high degree of initiative and problem-solving skills across multiple areas.

Desirable



- Lived experience of disability and/or a history of working with people with a disability.
- Bachelor's degree or relevant tertiary qualifications in disability services or similar.

Continuous Improvement

Identify and implement the way we do things at Crosslinks to enhance quality, efficiency, and output of the service we provide to our participants.

All employees must commit to the undertaking performance and development meetings on a regular basis.

Compliance Requirements

All employees are to comply with all policies and procedures within the organisation in the constraints of relevant legislation and regulations governing the organisation.

All employees must;

- Understand the policy and procedures required to be adhered to in their position;
- Recognise policy and procedure gaps and escalating through the correct channels E.g. Line Manager.
- Be aware of operational risks a regulatory compliance related to the industry including the NDIS Safeguarding and Quality standards;
- Understand the risks of not complying with the processes and procedures of Crosslinks and act as required;
- Successfully complete all compliance training relevant to your role ensuring you have the relevant qualifications and including but not limited to;
 - A 100-point Identification Check on commencement,
 - Valid C class Western Australian Drivers Licence and relevant personal car insurance,

- Satisfactory National Police Check for 'Employment in Disability' (no more than six months old)
- Working with Children Check;
- Satisfactorily complete a medical examination including a blood and alcohol test.
- First Aid & CPR Certificate
- Valid Australian Working Rights.
- Ability to work flexible hours including weekends and other duties as required.

Wellbeing, Health and Safety

Always follow Crosslinks Health and Safety Policy and Procedures .

This includes but not limited to;

- Taking responsibility for their own safety and health and the environment around them;
- Participating in continuous safety and quality improvements actions, such as audits, reviews and drills that result in improvements to staff knowledge.
- Participating with the development, implementation, reporting and monitoring of Crosslinks Inc. activities;
- Ensuring records and statistics are kept in accordance with established procedures;
- Ensuring that compliance training on WHS/Bullying, Discrimination and Harassment and the Code of Conduct is completed annually;
- Ensuring that they do not adversely affect the safety and health of any other person in the workplace through any act or omission;
- Reporting all work-related personal injuries, incidents and environmental impacts promptly and through the correct means reporting channels and if a reportable incident the correct authorities;
- Correcting hazards/impacts and reporting all hazards;
- Comply with management on matters of WHS; and



- Involve themselves in all WHS programs and activities.