

Position Description

Position Title	Manager – Quality and Innovation
Department	Quality and Innovation
Program	Quality and Innovation
Location	South
Classification	Level 7

About Relationships Australia Tasmania

Relationships Australia Tasmania (RA Tas) is a leading provider of relationship support services. Our vision is for all Tasmanians to enjoy positive, respectful and fulfilling relationships. Our services are for everyone, regardless of race, social status, sexual orientation, gender identity or intersex status.

Our Values

At Relationships Australia Tasmania we are guided by these values in everything we do:

- Willing to serve
- In it together
- People matter
- Looking forward

Position Summary

The Manager, Quality and Innovation is responsible for the delivery and development of quality support services to underpin the business development and communication processes of Relationships Australia Tasmania (RA Tas). As part of the RA Tas Management Team, the Manager, Quality and Innovation will be responsible for the operational management of these functions and activities and is expected to work with the CEO Leadership Group to drive change, achieve results and foster a focused team of professionals committed to service excellence. They will play a key role in creating and influencing new business opportunities, developing and monitoring business initiatives and contributing to the long-term strategic sustainability of RA Tas.

Key Areas of Responsibility

- Manage delivery of functions and services including business development, quality assurance and communication functions in accordance with established objectives and standards
- Provide expert advice and support in relation to business development opportunities and innovation across the organisation and service delivery areas.
- Prepare proposals, business cases, project implementation plans and evaluation reports for key projects and programs
- Manage staff by setting performance objectives, developing performance, encouraging teamwork and cooperation and fostering continuous improvement in service delivery
- In conjunction with the Chief Operating Officer, manage the recruitment, selection and induction of staff in accordance with organisational policies and procedures
- Consult, negotiate and develop positive working relationships with RA Tas staff and other stakeholders in the development, implementation and evaluation of business cases, policy, projects, research, evaluation and training.
- Contribute to strategic planning processes and the development of organisational policies and procedures
- Collaborate with members of the senior management team to promote organisational cohesion, the development of a culture of continual improvement, and enforcement of organisational values
- Represent and promote Relationships Australia Tasmania and its services in the wider community to encourage awareness and understanding of issues affecting families and those in relationships
- Manage program evaluation, research and accreditation processes to encourage quality service delivery
- Any other duties as required and within the general scope of responsibilities of this position

Position Relationships

Supervisor	Chief Operating Officer
Direct Report(s)	Project Officer – Research & Business Development, Communications Officer, Quality Assurance Officer, Practice Consultant
Other(s)	RA Tas staff and clients

Extent of Authority

The Manager, Quality and Innovation leads and motivates to gain the cooperation of others in the achievement of difficult and sometimes conflicting objectives. The Manager, Quality and Innovation is responsible for the effective management of services within the business development, research, communications and quality assurance portfolios. They will use a selection of methods and techniques to take decisions and actions that may have a significant effect on the areas being managed.

Organisational Responsibilities

- Demonstrate professional workplace behaviours at all times in accordance with the organisation's Code of Conduct and Code of Ethics and adhere to all organisational policies, procedures, standards, practices and RA Tas values
- Our organisation is a Child Safe organisation and takes child protection seriously. As an employee of RA Tas, you are required to meet the behaviour standards outlined in our Practice and Behaviour Guidelines
- Promote a workplace environment that supports the rights of all employees to live free from violence and adhere to the RA Tas Family Violence Support Policy at all times
- Assist RA Tas to create and maintain a safe and healthy work environment by working safely and adhering to all RA Tas Policy, procedures, standards and practices
- Actively participate in regular Supervision sessions in accordance with the RA Tas Supervision Model and positively engage in continued professional development activities

Selection Criteria

Essential Requirements (Skills, knowledge, experience, qualification(s) and/or training)

1. Tertiary level qualifications in a relevant discipline and extensive and experience in managing staff, services, functions and projects
2. Demonstrated knowledge and experience of management practices including practical skills in leading a large team of people and project management
3. Strategic and operational management skills including the ability to develop and implement strategic planning processes
4. Strong business acumen including proven ability to drive new business opportunities
5. High level organisational and priority management skills including the ability to manage own work schedule and that of a team of professional staff
6. High level interpersonal and communication skills including the ability to develop a team based working environment as well as the ability to develop and maintain effective networks with other service providers and stakeholders
7. High level written communication skills with the ability to respond to submissions/tenders, produce quality written reports and a range of other documentation as required by the role
8. Ability to work within and positively advance the mission and values of Relationships Australia Tasmania

Desirable Attributes

9. Current drivers' licence
10. Demonstrated knowledge, skills and experience working in the sector as well as extensive knowledge of other service providers, stakeholders, and of current government policy in the community sector

Special Requirements

- Appointment to this position will be subject to a current Working with Children Registration
- Some intrastate and interstate travel may be required in this position

Working Conditions

- Some out of hours work may be required in order to satisfy operational requirements
- The position may involve working with people with challenging behaviours

Approval

Michael Kelly

CEO

May 2020

Ideally a Position Description should be reviewed and updated as often as necessary.