### Position Description

<table>
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<tr>
<th><strong>Position Title:</strong></th>
<th>Quality Lead</th>
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<tr>
<td><strong>Award:</strong></td>
<td>Social, Community, Home Care and Disability Services Industry Award 2010.</td>
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<td><strong>Classification:</strong></td>
<td>Social and Community Services Worker Level 6.</td>
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<td><strong>Hours of work:</strong></td>
<td>30.4 hours per week, 12 months fixed term. Hours of work may be varied temporarily or permanently due to operational requirements, funding agreements and or/or service delivery demands.</td>
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<td><strong>Position Location:</strong></td>
<td>PANDA’s office is located in Melbourne. Flexible or remote working options may be negotiated.</td>
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<td><strong>Reports to:</strong></td>
<td>CEO</td>
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<td><strong>Supervisor to:</strong></td>
<td>n/a</td>
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<tr>
<td><strong>Liaises with:</strong></td>
<td>All PANDA team members, external accreditation agencies and key stakeholders.</td>
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<td>** Authorities and Delegations:**</td>
<td>n/a</td>
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### PANDA’s Purpose

PANDA supports individuals and families across Australia affected by emotional and mental health difficulties during pregnancy and in the first year of parenthood. PANDA operates Australia’s only National Helpline for individuals and their families to recover from perinatal mental illness like perinatal anxiety and depression, which affects up to one in five expecting or new mums and one in ten expecting or new dads.

### PANDA’s Service Delivery

PANDA currently receives both Commonwealth and State government funding to deliver a range of services to families affected by perinatal mental health challenges and to provide education to professionals and the community. PANDA also undertakes a range of fundraising activities, generating additional funds required to maintain and improve services and programs.

### PANDA’s Vision

A society where perinatal mental health is valued and understood and where stigma and systemic barriers to seeking help no longer exist.
PANDA’s Principles

<table>
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<tr>
<th>Principle</th>
<th>Description</th>
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<tbody>
<tr>
<td>Accountability</td>
<td>We take responsibility for our actions and are accountable to each other and our stakeholders for our performance and integrity.</td>
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<tr>
<td>Collaboration</td>
<td>We work collaboratively with others to share knowledge, skills and experiences.</td>
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<tr>
<td>Effectiveness</td>
<td>We strive to be effective, make the best use of resources and encourage innovation.</td>
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<tr>
<td>Equity</td>
<td>We are committed to overcoming discrimination and disadvantage and promote fair and just access to services and information.</td>
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<tr>
<td>Integrity</td>
<td>We act with integrity and honesty and are guided by ethical and moral principles in all that we do.</td>
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<tr>
<td>Respect</td>
<td>We treat people with respect and dignity at all times.</td>
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About this role

Working autonomously with support from the Leadership Team and CEO, this 12-month fixed term role is responsible for promoting an organisational culture of quality and continuous improvement across both clinical and non-clinical areas. The Quality Lead will maintain PANDA’s current accreditation against the National Standards for Mental Health Services (NSMHS) and the Quality Improvement Council’s Health and Community Services Standards (7th edition) through the implementation of PANDA’s Quality Improvement Plan.

This role is also responsible for working towards accreditation against key standards such as the National Standards for Volunteer Involvement and the National Safety and Quality Digital Mental Health (NSQDMH) Standards, in consultation with relevant stakeholders. As the key quality role within the organisation, the Quality Lead also has oversight of implementation, maintenance and review of a range of quality-related activities and registers throughout all areas of the business.

This position requires a satisfactory Police Check, a current Working With Children/Vulnerable People Check for employment, evidence of the right to work in Australia and evidence of a current Covid Vaccination Certificate.

Key Responsibilities

- Implement activities outlined in PANDA’s 2022-2023 Quality Improvement Plan in consultation with relevant stakeholders.
- Oversee the expansion of PANDA’s accreditation to two new standards: the National Safety and Quality Digital Mental Health Standards (external assessment) and National Standards for Volunteer Involvement (self-assessed), including achieving prescribed standards requirements, submission of pre-assessment documentation, coordination of assessor requirements and embedding of quality improvement recommendations resulting from the assessment process.
- Implement and review quality activities across the organisation including implementation of new quality initiatives, auditing mechanisms and risk registers.
- Support Managers and Leads in risk identification and ensure a structured approach to assessment of all new risks on a regular basis.
- Report regularly to the Leadership Team and CEO on quality activities across PANDA.
- Oversee ongoing accreditation and credentialing of staff in collaboration with the HR Officer.
- Oversee compliance training for employees and applicable volunteers, supporting managers to help teams maintain adequate compliance.
- Participate in quarterly Quality & Clinical Governance board subcommittee meetings.
- Support implementation of PANDA’s 2022 Community Engagement Framework.
- Provide trend analysis and monitoring data as required.

Key Selection Criteria

**Essential**

- Significant experience in a Quality and Compliance role or similar.
- Demonstrated understanding of the role of quality improvement in the provision of mental health support.
- Working knowledge of relevant accreditation standards.
- Demonstrated ability to work autonomously and achieve goals within a fixed timeframe.
- Project management qualification or demonstrated experience.
- Ability to motivate and support colleagues undertaking quality improvement work.
- Strong written and verbal communication skills with attention to detail.
- Proficient with Microsoft O365, particularly SharePoint, OneDrive, Teams, Excel and Outlook.
- Highly organised with an ability to manage multiple tasks and timelines.
- Respectful of and maintain confidentiality, and exercise discretion.
- A self-starter who takes initiative, remains accountable and is invested in being a team player.
- Well-developed written and verbal skills – demonstrated ability to confidently articulate and communicate information to a range of stakeholders.

**Desirable**

- Experience in the management and maintenance of an organisational Quality Improvement Plan.
- Experience with the National Standards for Mental Health Services and the Quality Improvement Council's Health and Community Services Standards (7th edition).
- Experience with a CRM platform such as Salesforce.

**Personal Qualities:**

- Commitment to working in line with PANDA’s purpose and values.
- Demonstrated commitment to best practice in quality assurance and improvement.

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**Skills, Qualifications and Experience**

- Tertiary qualification or relevant experience in quality, auditing or a relevant health care related discipline.

**Health and Safety Responsibilities**

All staff are required to take reasonable care for their own health and safety, and the health and safety of others who may be affected by their conduct.

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**Employee Name**

________________________________________________________________________

**Employee Signature**

________________________________________________________________________

**Date**

________________________________________________________________________

**Reviewed:** 13 October 2022