



St Vincent de Paul Society
NSW
good works

St Vincent de Paul Society NSW is a NDIS Partner in the Community delivering Local Area Coordination (LAC) services in NSW during the transition period from January 2016 to June 2018.

Manager Quality and Reporting (LAC) Position Description

Position Title:	Manager Quality and Reporting
Responsible Unit:	Districts
Position Reports to:	Senior Operations Manager
Reports:	Data Entry and Admin Support Officers
Base Location:	Detailed in Contract of Employment
Primary Position Objective:	The <i>Manager Quality and Reporting</i> works with Senior Operations Managers (and their teams) to develop, implement and manage quality and reporting systems and strategies to support the delivery of high quality district LAC services.

St Vincent de Paul Society NSW

The St Vincent de Paul Society NSW is a member and volunteer based organisation that has been assisting people experiencing disadvantage in NSW for more than 130 years.

The Society was founded in France in 1833 by 20 year-old Frederic Ozanam, who wanted to eradicate poverty and disadvantage. The Society came to NSW in 1881 and now has around 16,000 members and volunteers and 1,400 staff. Our local member networks, referred to as Conferences, are present in over 420 communities across NSW.

The St Vincent de Paul Society NSW is a leading provider of community support services and has close to 100 Special Works in the areas of homelessness, mental health, disability, financial counselling, supported accommodation, food provision, refugees and migrants and addiction counselling.

St Vincent de Paul Society NSW and the NDIS

The St Vincent de Paul Society NSW has been engaged by the National Disability Insurance Agency to provide local area coordination to ensure people with disability who are currently receiving supports from NSW or Commonwealth Government disability programs experience a smooth transition to the NDIS.

This is a far-reaching undertaking and the changes required to existing disability support systems are significant. The scheme will be introduced gradually to ensure no disruption for people with disability and support providers.

Manager Quality and Reporting (LAC Program) - Position Description June 2017

The Society provides LAC services in the Central Coast, Hunter New England, South Western Sydney, South East Sydney and Sydney districts of NSW.

Duties and Responsibilities

The *Manager Quality and Reporting* works in partnership with the relevant Senior Operations Manager and their teams in the key areas of quality and reporting to support the delivery of high quality district LAC services. The position holds responsibility for providing leadership in the area of district quality and reporting as well as for developing, implementing and monitoring strategies, systems and tools.

The position holder is focussed on the quality of the work that is completed by LAC staff, the delivery of work against set expectations / performance indicators and the quality of the reporting of activities and outcomes. The position also needs to focus on the reporting of performance and outcomes of the LAC program within the relevant districts and works in collaboration with the Performance and Outcomes team to implement reporting frameworks and analyse outcomes.

The *Manager Quality and Reporting* provides direction and support to a small district team of data entry and admin support officers responsible for end to end coordination and processing of participant data received from the NDIS. The role also works with relevant stakeholders on improving performance measurement, quality, planning, monitoring, evaluation and reporting. This includes developing tools to analyse the program's data for the purpose of improved decision making and contributing to the operational framework.

Performance and Outcomes

- Develop, implement and monitor operational reporting on KPI's and outcomes for the LAC program.
- Execute data collection, analysis and reporting for the LAC Program in the relevant districts.
- Contribute to the design and development of management reports and dashboards for internal and external reporting.
- Provide data analysis of trends and identify issues with data.
- Liaise with district staff to reconcile data, identify data and system issues and report on performance.
- Monitor district progress against KPIs and work with the Senior Operations Manager and their teams to create improvement strategies
- Collate and analyse internal and external data to help drive improved business performance.
- Support the streamlining of client data collection, reporting and data analysis process.

Quality Assurance and Improvement

- Support LAC employees to understand the qualitative and quantitative requirements of the performance objectives and goals outlined in the funding agreement, and how to put these into practice
- Identify systems issues and gaps within district LAC operations and help drive improved business performance
- Ensure that staff-integrate a quality improvement approach into all functions.
- Report against the objectives and goals outlined in the funding agreement.
- Develop and maintain effective collaborative local and district partnerships with the NDIA.
- Work with the Society's Learning & Development team to support alignment with the Society's L&D Strategy and capacity building.

Positive Culture

- Embrace and actively demonstrate the mission and vision of the Society, ensuring that providing a 'hand-up' is evident in all that you do.
- Demonstrate professionalism and adopt high ethical and professional standards.
- Be an advocate and champion of ongoing development of team's capabilities.

Manager Quality and Reporting (LAC Program) - Position Description June 2017

- Participate where appropriate in external conference, workshops etc.
- Contribute to a workplace culture that is respectful, non-judgmental, and inclusive and which promotes and upholds human rights at all times.
- Actively demonstrate our organisational values, as outlined in the Society's Code of Conduct.

NOTE: *All positions within the LAC Program will be expected to travel and work remotely and independently as required*

Essential Criteria

- Experience in the development, implementation and management of quality and reporting systems and strategies to support service delivery
- Sound skills and experience in data and statistical analysis, and qualifications in quality management or similar,
- Demonstrated ability to lead a team, work collaboratively and contribute to consistent yet innovative work practices.
- Excellent computer skills and competence
- High level oral and written communication skills, with demonstrated ability to prepare a variety of reports
- Valid driver's licence and willingness to undertake regular travel.
- Willingness to adhere to the Vision, Mission and Values of the St Vincent de Paul Society NSW.

Desirable experience/skills

- Experience working with client management systems and demonstrated capabilities in data warehousing.
- Relevant experience or qualifications in human services, disability services, child services, allied health, social work or community development.
- Understanding of basic financial terminology, policies and processes.

The St Vincent de Paul Society is an Equal Employment Opportunity Employer