



Position Description

Private and Confidential

Quality and Compliance Business Partner

The Organisation

LiveBetter is an organisation formed through an amalgamation of several like-minded, regionally based community service organisations that recognised the need for specialist service provision for the people of regional Australia.

Delivering a range of aged, disability, carer, child & family, mental health and clinical services, LiveBetter takes a holistic approach to working with customers seeking to ensure that customer needs and preferences are met. As well as service delivery LiveBetter assists customers with information, linking and referrals.

The major organisations that merged to form LiveBetter are CareWest (Central West, Orana, Far West, Northern and Riverina Murray regions of NSW), Excelcare (Central Queensland), Age Concern (Albury NSW), Family Link (Wagga Wagga NSW), There4U (Central Queensland), Home and Community Care services (Broken Hill) and Translinc (Central West NSW). Several other organisations had previously amalgamated with CareWest over the past ten years.

LiveBetter and its antecedent organisations have undergone a period of significant growth, with continuing growth in staff numbers, service capacity and diversity and geographic spread. To support this growth, LiveBetter invests heavily in corporate infrastructure and management systems as well as staff training and development.

LiveBetter employs approximately 1800 staff operating in offices, homes, preschool, respite centres and community hubs across regional and rural Queensland and NSW. Working alongside our staff are more than 250 volunteers who provide extra support and services to our customers and communities. Our annual revenue is now more than \$120 million with strong growth forecast.

LiveBetter is positioned as one of the largest regionally-based providers of community services in Australia. Although we are a large organisation, we remain focused on ensuring programs and services are provided by local staff and tailored to the individual needs of local people and communities.

Our Purpose: Enabling the people in regional rural and remote Australia to live their best lives.

Our Values

LiveBetter's Values guide the way we conduct ourselves. This includes how we interact with our clients, community and business partners and how we treat each other. LiveBetter's Values are:

- **Integrity:** We live out our values, are honest and ethical in all our dealings and are accountable for our actions.
- **Respect:** We value the individual. We recognise the rights and choices of the client, employees and the community. We encourage teamwork and support diversity within the team.
- **Cooperation:** We strive to identify and create value from partnerships and alliances with other organisations, agencies, businesses, communities and within our own organisation.
- **Empowerment:** We believe that individuals and communities should be encouraged and supported to realise their full potential.
- **Excellence:** We strive for excellence and best practice in all that we do as individuals, teams and as an organisation.

The Position

Position title:	Quality and Compliance Business Partner
Location:	Head Office, Orange
Job Type:	Permanent Full Time
Reports to:	Executive General Manager, Quality, Risk and Governance
Direct reports:	Nil

Service Description

The LiveBetter Quality and Governance office is a newly created team designed to manage and oversee critical governance requirements for all of LiveBetter's operations. The team provides uniquely skilled experts in governance, quality improvement, internal/external audit, risk, accreditation, project management and business analysis. The team manages a number of critical business functions including the oversight of ongoing accreditation against various regulatory frameworks, the quality system, the risk management framework, along with leadership of major change projects across all LiveBetter services.

Following the amalgamation of many organisations, this team will focus on the development of a standardised approach to governance, policy, quality, and accreditation that provides consistency across all services.

Key Accountabilities

Reporting to the Executive General Manager, Quality, Risk and Governance, the Business Partner is responsible for effective partnering with LiveBetter's operations team to ensure the implementation of our Quality Management System and to support the maintenance of our obligations under various regulatory frameworks. Core responsibilities for this position include:

- Support the implementation and management of the Quality System and Continuous Quality Improvement activities
- Coordination of Internal and External Audits
- Incident Management reporting, remediation and business improvement
- Customer complaints and feedback
- Participation in the investigations of critical incidents/complaints as required and supporting mandatory reporting
- Policy and procedure development and oversight of functional governance schedule, to ensure documentation remains up to date
- Documentation Management
- Stakeholder engagement/communication

Key responsibilities are as follows:

Continuous Quality Improvement

1. Support the implementation and management of the Quality System for LiveBetter, including accreditation under ISO9001 Quality standards
2. Embed a culture of Quality-first service delivery and support the development of a clear Continuous Quality Improvement (CQI) program that provides easy-to-use quality tools
3. Support of the corporate quality calendar and support services to develop their own self-assessments
4. Oversight of Quality improvement Plans for identified issues with operations

5. Advise and provide support to all projects on the preparation of documentation

Internal/External Audit, Accreditation

1. Oversight of all obligations under various regulatory frameworks to ensure ongoing accreditation, registration and compliance
2. Monitor the external environment and provide timely updates and recommendations to the Executive and Operations teams on changes in the regulatory landscape and our evolving obligations
3. Development and maintenance of internal audit strategy and calendar, ensuring alignment with external obligations and incorporating feedback from internal self-assessments and investigations
4. Support for various business unit in the management and delivery of external audits to satisfy requirements for various licencing bodies (ISO 9001; ACIS; NDIS Quality and Safeguarding Commission etc)

Stakeholder engagement/communication

1. Foster collaborative and mutually supportive relationships with Operations leaders and senior stakeholders
2. Obtain the commitment of key stakeholders to major governance strategies, including cross-organisational initiatives, and ensure ongoing communication
3. Identify contentious issues, direct discussion and debate, and steer parties towards an effective resolution

Person Specification

Essential Selection Criteria:

- 5+ years of demonstrated experience across a range of quality and compliance disciplines, preferably with substantial community services exposure.
- Tertiary qualifications in relevant disciplines – policy, legal, management or similar
- Demonstrated ability to successfully deliver accreditation and compliance obligations in a complex multi-regulatory environment
- Experience developing policies and procedures, and translating legislative requirements into business documents
- Advanced reporting and analysis skills and experience
- Strong stakeholder engagement and relationship management skills
- High level written, verbal and interpersonal skills and demonstrated ability to work collaboratively within a team and across the broader organisation
- Expert communication, negotiation and problem-solving skills
- C class driver's licence

Other requirements

1. Pass a National Criminal History Check, Working with Children Check and a pre-employment medical assessment (including drug and alcohol screening).
2. Advise in writing of any conditions which may impact ability to carry out the responsibilities required of the role.
3. Ability to be flexible with work hours to meet reasonable demands of the position.
4. Ensure compliance with all policies and procedures.
5. Ability to travel to other LiveBetter locations as required

Remuneration

An appropriate remuneration package in line with the skills and experience of the successful candidate will be negotiated. Salary packaging opportunities are available.

I hereby acknowledge that I have received my Position Description and understand what my duties and responsibilities are:

Employee Name:		Date:	
Signature:			