

## Position Description

<b>Position title:</b>	Senior Manager, Quality	<b>Reports to:</b>	BaptistCare General Manager Quality – Community and Housing
<b>Program / Department:</b>	Innovation and Quality	<b>Primary work location/s:</b>	Adelaide, South Australia
<b>Award:</b>	SCHADS	<b>Classification:</b>	Level 8

## About us

BaptistCare is a purpose-driven, faith-based national organisation with over 110 years dedicated to serving communities across Australia. With operations spanning Tasmania, Victoria, the ACT, New South Wales, South Australia, and Western Australia, we have been advocating for and providing care to the community we serve.

As a multi-service organisation, BaptistCare provides both residential and community-based support across a range of service areas, including:

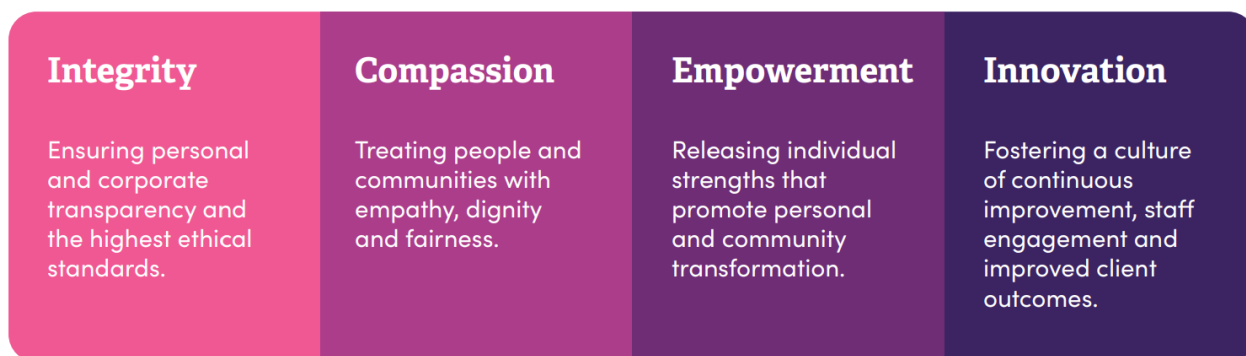
- Residential and community care,
- Support for children, youth, and families,
- Support for people experiencing mental health challenges and housing instability,
- Services for people with disability, those experiencing financial disadvantage, and individuals seeking stable and supported housing,
- Affordable and supportive housing options for older people and those in retirement.

## Our Mission, Purpose and Values

BaptistCare was recently formed through the merger of Baptcare (Vic, Tas, SA), Baptist Care SA, and BaptistCare (NSW, ACT, WA). As a newly unified organisation, BaptistCare is in the process of defining its vision, purpose, and core values, with this work set to be completed by the end of 2025. This merger brings together organisations that share:

- A strong reputation as trusted leaders in care and community services.
- A commitment to helping individuals and communities thrive.
- A common foundation of core values that guide their work.

The new vision, purpose, and values will honour the legacy and approach of each founding organisation. You can refer to the existing vision, purpose, and values of Baptcare on these mentioned websites (Vic, Tas, SA), Baptist Care SA, and BaptistCare (NSW, ACT, WA).



## Team Purpose

The Innovation and Quality (I&Q) Division works in partnership across the organisation to lead and support the design, delivery, and implementation of innovative, safe, high-quality, person-centred services informed by evidence and best practice.

Through a focus on innovation, quality, governance, research, practice, service development, and consumer engagement, the Division fosters a culture of learning, continuous improvement, partnership, and collaboration. It champions safeguarding and consumer focus, collective problem solving, promotes innovation, and enhances systems and processes to support performance across all areas of the organisation.

This approach reflects the organisation's values and commitment to inclusive, responsive, and impactful service delivery. The Division also oversees the provision of the NDIS Partners in the Community Program—an important service supporting NDIS participants and their communities.

## About the role

The Senior Manager, Quality is an integral position within the Innovation and Quality Team. The position reports to General Manager Quality – Community and Housing and is part of a national quality multi-disciplinary team. The position works closely with colleagues across the Innovation and Quality Division including in practice, clinical care, governance and innovation areas and supports our local South Australian teams.

The role supports high quality, compliant and consumer-centred services in a highly regulated industry. Key to this role is leading and embedding a culture of excellence, safeguarding, continuous improvement, evidence-informed practice across BaptistCare services in South Australia. The role ensures compliance with regulatory standards, supports leading practice, and leads strategic projects. This position supports executive leadership by providing expert advice and strategic oversight in quality assurance, data analysis and service evaluation.

The role is responsible for conducting and coordinating activities and projects relating to external accreditation, compliance, quality assurance activities, and continuous quality improvement.

## Quality and Compliance

- Ensure Compliance with relevant legislation, standards and accreditation requirements.
- Ensure client safeguarding is prioritised across organisational practice and systems.
- Lead the preparation for external Accreditation frameworks including but not limited to the Quality Improvement Council (QIC) organisational accreditation, the National Disability Insurance Scheme (NDIS) Audit, Tourism Accreditation and Horse Safety Accreditation.
- Oversee and manage Continuous Quality Improvement Plan initiatives.
- Work with Leaders, providing guidance, support and expert advice, to ensure compliance with external accreditation standards and contractual requirements.
- Work with Leaders to implement and embed BaptistCare Frameworks, policies and procedures
- Lead and manage key compliance and governance processes including the Department for Child Protection (DCP) Licensing processes.
- Lead and co-ordinate program annual reviews, quality audits and ensure timely and effective responses to non-compliance or identified risks.
- Provide advice and support to teams to ensure quality service delivery and continuous improvement.
- Maintain up-to-date knowledge of sector reforms, regulatory changes, and best practices and assess and implement changes as required.
- Manage and oversee the work of the local Quality team to ensure priorities are completed to the expected standard and within required timescales.
- Work with the BaptistCare Innovation and Quality team to implement and embed the Divisional program of work.

## Performance, Outcomes and Reporting

- Develop and manage systems to monitor, evaluate, and report on service performance and client outcomes.
- Analyse organisational data to identify trends, risks, and opportunities for improvement.
- Produce high-quality reports and insights for internal and external stakeholders.
- Support program evaluation and outcomes measurement.
- Promote a culture of data-informed decision-making across the organisation.

## Innovation and Strategic Projects

- Lead and manage strategic projects and pilots aimed at improving service models, systems, and client outcomes.
- Drive a culture of continuous improvement, service excellence and innovation
- Identify and work alongside colleagues to implement practice improvement and technologies that enhance organisational effectiveness.
- Engage stakeholders in co-design and service innovation processes.
- Benchmark performance against sector best practices and translate findings into actionable strategies.

## Leadership, Collaboration and Capacity Building

- Provide leadership, mentoring, and support to Quality staff.
- Collaborate with key organisational stakeholders across programs and services and with local program managers and leaders to embed quality and innovation practices.
- Proactively contribute and participate in the BaptistCare Innovation and Quality team, ensuring alignment of activity and strategy.
- Facilitate training and capacity building for frontline staff and managers in quality, performance, and innovation practices as required.
- Promote organisational learning and cross-functional collaboration.
- Represent the organisation in external forums and networks related to quality and innovation

### Quality staff in South Australia

- Manage and oversee the work of the Quality staff in South Australia, providing support and supervision.

### Work Health and Safety (WHS)

The WHS Act 2012 states that an employee must take reasonable care to protect their own health and safety, and have responsibilities to:

- Ensure that they do not increase the risk to the health, safety or welfare of others through any act or omission.
- Follow reasonable instructions that are designed to protect their health, safety, and welfare.
- Use, in the appropriate manner, equipment that is provided to protect their health, safety or welfare.
- Not wilfully interfere with, or misuse, items or facilities provided in the interest of health, safety or welfare of employees.
- Ensure that they are not affected by alcohol or any other drug to such an extent that they endanger themselves or others.
- Promptly report any hazards, incidents, or injuries to their line Manager.

### Quality improvement

- Participate in organisational communication and development systems such as web discussion groups, staff meetings, planning and review days and quality assurance programs.
- Work with other team members to improve service outcomes for clients and employees by effective complaint management, stakeholder feedback and responses to service audit processes in alignment with organisational policies and processes.

### Know and apply BaptistCare policies and procedures

- Alignment to the BaptistCare mission and values, including the strategic plan.
- Model and foster behaviours aligned with the Code of Conduct.
- Work harmoniously with BaptistCare employees, volunteers and other stakeholders.
- Ensure adherence to all BaptistCare Policies and processes.

## About you

### Qualifications

- Relevant tertiary qualifications in health, human services, social sciences or related discipline.

### Experience

- Demonstrated experience and success in quality and compliance leadership within the community, health or human services sector.
- Demonstrated success in the implementation of quality frameworks and systems to support continuous improvement, quality and compliance.
- Proven ability to analyse data, report on performance, and drive continuous improvement initiatives.
- Demonstrated success in managing and delivering strategic or change projects.
- Experience in people management and leadership of a team including supporting ongoing development.

### Competencies (knowledge, skills and behaviours)

- Strong understanding of relevant regulatory frameworks and standards (e.g., NDIS, Community Services, Child Protection).
- Excellent communication, interpersonal, and stakeholder engagement skills.
- High-level organisational, planning, and problem-solving skills.

- Demonstrated understanding of contractual, service and program compliance in a community services environment.
- Demonstrated advanced interpersonal skills and advanced written and verbal communication skills.
- Demonstrated application of collaboration and influencing skills in a complex environment.

#### Specific employment requirements

- A valid full South Australia driver's licence (C Class).
- A valid DHS Child-Related Employment Screening or Working with Children Check.
- Training – Secure Environments for Children and Young People (as applicable).
- Ability to work outside of normal office hours may be required.
- Travel within South Australia and interstate may be required.

#### Desirable attributes

- Previous experience in a like role, leading quality and improvement across multi-disciplinary workforces.
- Previous experience in a faith-based and/or not-for-profit community service environment.

## Your confirmation of acceptance:

By signing below, I accept that I have read and understood this position description and that I agree I am able to undertake all aspects of this role.

Employee signature: \_\_\_\_\_ Date: \_\_\_\_\_

Employee name: \_\_\_\_\_

## Monitoring, evaluation and review

Status:	Approved	Control:	People and Culture
Approved by:	Manager – People & Culture	Version:	1
Effective Date:	July 2025	Review Date	July 2027