



Quality and Compliance Manager

Job Information Pack

This information package includes:

- Employment conditions
- Position Description
- Selection criteria
- Application and recruitment process

Employment Conditions

Employment basis: Permanent Part Time

Hours: 30.4 hours per week

Commencement: ASAP

About Wayside Chapel

Wayside Chapel has provided unconditional love, care and support for people on and around the streets of Sydney since 1964. Each year, thousands of people visit Wayside's two community centres in Kings Cross and Bondi for assistance in gaining equitable access to essential health, welfare, social and recreational services.

Our mission is creating community with no 'us and them'. We do this by breaking down the barriers of judgement and providing a safe place where people from all walks of life are welcome.

Vision: Love over hate

Mission: Creating community with no 'us and them'

Values:

Openness (No secrets): We have a profoundly simple mission, which is to create a community, and our message and work are undiluted with other agendas.

Teamwork (No cowboys): Our goal of creating community is also our method. We work in a collaborative way to invite people out of singular, individual life into the risky and healing place of community.

PATRON:
Her Excellency the Honourable
Margaret Beazley AO QC
Governor of NSW

Pastor/CEO:
Jon Owen

CALL: 9581 9100
ABN : 88 125 771 587
ABN: 77 406 918 553 (Donations)

EMAIL: mail@thewaysidechapel.com
waysidechapel.org.au

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Patience (No rush): We cannot make people change. If we could, we'd be guilty of manipulation of some kind. Instead we are on the lookout for sparks of life, signs that people long for better, and we look to engage and help people move to better days and better health.

Courage (No complacency): It takes courage to confront people who've lost hope and invite them into the world of relationships with responsibility. Wayside is not an intensive care unit but an invitation into life and community.

Respect (No Judges): People have the right to make their own decisions. People have the right to make bad decisions. People who choose singular misery or even death deserve to have their rights respected. Wayside's mission is not to fix people but to love them and be with them, knowing that if they are really met, they'll really move toward health and life.

Behaviours:

Stand Back: Recognise that we are each necessary, significant but not central. The mission evaporates when we are central. Take a step back when our emotions are high and cool off. When central, the important thing is how we feel and the most pressing need is to express our feeling. When necessary, significant but not central, in a time of difficulty, the most important thing is to ask "what facts do I not have" and "who can I talk to for reliable clarity".

Speak Well: Identify and appreciate the strengths in colleagues. Recognise that every-one's strengths are also their weaknesses, if we look for weakness, we'll find it and if we look for strength, we'll find it. An atmosphere where colleagues are habitually talked up behind their backs will create an unbeatable team.

Embrace Errors: Accept when you have made a mistake, that an opportunity to learn is present. Learning is lost when we spend energy covering our arse or blaming others. Nothing is more liberating than the security it takes to admit that your performance did not cover you or the team in glory. Helping each other embrace moments of learning will build a team that can overcome anything.

Be Kind: We do an excellent job of being kind with our visitors, lets also be kind with each other. Kindness is implicit in our vision and our mission. Kindness is not a matter of feeling anything but a matter of acting and participating. You might feel uncomfortable but kindness will give the benefit of the doubt or begin an uncomfortable but direct discussion.

Position Description

Team	Office of the CEO
Reports to (Name)	Yvette Miller
Reports to (Position)	Company Secretary
Direct Reports	Nil
Location	Kings Cross

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Position Summary

The Quality and Compliance Manager will work with Wayside's leadership team to develop, implement and oversee quality management and quality improvement processes. The intention of the new role is to embed an "accreditation-ready" approach across Wayside.

Key Accountabilities & Responsibilities

Responsibilities will include:

Accreditation and Compliance

- Leading, guiding and monitoring Wayside's Australian Service Excellence Standards (ASES) re-accreditation process
- Identifying other appropriate opportunities for accreditation and recognition
- Assisting Wayside's leadership team to monitor regulatory compliance, including:
 - maintaining the regulatory compliance register
 - coordinating internal (Executive Team) and Board reporting on regulatory compliance matters

Collaboration and Liaison

- Collaborate with Executives and Management on improvement projects and tracking milestones and target dates for quality improvement initiatives Liaising with relevant executives on contract renewals, insurance verification and due diligence for service providers and partners
- Attend meetings of quality-related committees as appropriate – eg the WHS Committee and the Clinical Governance Advisory Committee

Policy and Procedure

- Overseeing Wayside's framework of policies and procedures:
 - Providing guidance and support to staff working on the development and implementation of policies and procedures and liaising with relevant Executives and the Company Secretary re approval process
 - Tracking policy review dates
 - Records management – i.e. maintaining register of current policies and procedures and archiving obsolete documents
- Working to standardise documentation and processes for MOUs and similar documents

Quality Improvement Projects and Processes

- Leading and guiding Wayside's continuous improvement processes, including:
 - maintaining the Quality Improvement Register

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- Developing, implementing and overseeing controls for in-reach service providers and other key relationships
- Maintaining our register of partnerships/relationships;
- Maintaining complaints register – and overseeing escalation and reporting

Other

- Undertake other reasonable duties as directed by the Company Secretary.
- Undertake training as required and directed.

Key Internal/External contacts and purpose

Internal

- Company Secretary
- Head of People and Culture
- Head of Operations
- Head of Programs
- WHS Committee

External

- Wayside Chapel Board and relevant committees (for reporting and approvals)
- Department of Human Services (as ASES accreditation regulator)

Selection Criteria

Essential

- Qualifications in a relevant governance or compliance-related discipline (for example law, accounting, risk management) highly regarded but not essential
- Experience working in a quality or compliance function, preferably in the health or community services sector.
- Experience overseeing ASES, or similar quality accreditation process very desirable
- Well-developed communication skills, with proven ability to resolve differences of opinion/perspective.
- Demonstrated ability to work within a team.
- Confident in management of interpersonal conflict and differences in opinion /perspectives.

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- An understanding of and commitment to the principles of workplace diversity, participative work practices and Workplace, Health and Safety.
- An understanding of and the ability to work in accordance with Wayside's vision, mission and values.

Desirable

- Must demonstrate sensitivity and responsiveness to cultural differences and a commitment to the value of cultural competency.
- Experience in quality/accreditation audits, tools and resources.

Key Performance Indicators

- Attainment and maintenance of Wayside's ASES Accreditation
- Create and maintain documentary evidence as required for accreditation/compliance
- Achievement of milestones and target dates for quality improvement initiatives

Additional Information

- All offers of employment are subject to a satisfactory Criminal History Check and provision of a valid Working with Children Check prior to commencement.
- This position description and associated information should not be considered as comprehensive in its description of responsibilities, criteria or outcomes. It is indicative of the position. The Quality and Compliance Manager can and will be asked to undertake duties within their competencies, skills and abilities and training that may not be mentioned in this document.
- The Quality and Compliance Manager should be aware that their position within Wayside Chapel is dynamic. Wayside Chapel expects continuing development, change and improvement of processes, practices, knowledge and skills

Application and Recruitment Process

- Please apply through the applicant portal.
- Applications will be accepted up until **10 January 2021** and will be reviewed after this date.
- Applicants should provide a copy of their resume, and a covering letter that outlines how your skills and experience meet the job requirements.
- Applicants with a disability should inform the convenor of the selection panel of any special requirements upon contact to arrange an interview.
- An offer will be made to the successful candidate pending the satisfactory completion of a police criminal record and working with children check.

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