

Position description

Title	Senior Quality & Delivery Officer
Team	Business Operations
Work location	Level 8, 255 Bourke St, Melbourne
Employment type	0.6 EFT Fixed Term
Classification	WHV Enterprise Agreement 2018 Level 4 Classification
Position reports to	Chief Operating Officer
Direct reports	Nil
Indirect reports	Nil

1. Role Purpose

The Senior Quality & Delivery Officer is responsible for supporting the effective and efficient delivery of the organisation's program and services, ensuring they are delivered to the highest quality standards and adhere to regulatory and legal standards.

The Senior Quality & Delivery Officer will work closely with the Chief Operating Officer and other managers, senior officers, and leads to develop and implement quality assurance frameworks, ensure compliance, and promote a culture of continuous improvement within the organisation.

2. Key responsibilities

- 2.1 Develop, implement, and monitor robust quality assurance frameworks for all programs and services to ensure delivery to high standards and sector best practice.
- 2.2 Working with the COO, monitor regulatory and legislative standards within WHV's areas of work to ensure programs and services comply.
- 2.3 Regularly review and update operational policies and procedures to maintain compliance and consistent standards across WHV.
- 2.4 Lead internal audits, assessments and service reviews to identify areas for improvement and support adherence to quality standards working closely with service users, partners and other stakeholders. This work should support and align with WHV's whole-of-organisation evaluation framework.
- 2.5 Oversee workforce management risks and strategies to ensure a high standard of service delivery in WHV's direct service delivery areas inc. 1800 My Options, Counterpart and capacity building (training).
- 2.6 Contribute to delivery and risk reporting across WHV's areas of service and program delivery working with the COO, including identifying and escalating issues of new or changed risks levels.
- 2.7 Educate and support staff to ensure processes conform to the principles of continuous quality improvement to critically examine practice, change, safety and efficiency.
- 2.8 Work closely with the COO, managers and leads to maintain the integrity of WHV's client and data management systems, ensuring reliability of system availability for client use and adherence to regulatory and legal requirements.
- 2.9 Communicate effectively, share information and work cooperatively with team members to contribute to the achievement of individual, team and organisational goals.
- 2.10 Foster a safe and healthy workplace by adhering to health and safety policies and procedures, and

promoting a culture of wellbeing, inclusion and respect.

3. Organisational relationships

Internal

Works closely with the COO, Leadership team, and across all WHV teams.

External

Contractors, partner organisations and others as required.

4. Selection criteria

Qualifications

4.1 Tertiary qualifications in health service delivery, quality assurance, law, management or a related field.

Work Experience

4.2 A minimum of six years' experience in service delivery or quality management/assurance program or related area. Experience in not for profit or government (preferred)

Skills and Competencies

4.3 Strong knowledge of compliance, regulatory requirements, and best practices in program and service delivery.

4.4 Knowledge of quality management and accreditation systems, such as ISO standards or other sector-specific quality frameworks (preferred).

4.5 Excellent communication & interpersonal skills, with the ability to engage and influence staff at all levels, as well as stakeholders.

4.6 Strong organisational skills, with the ability to manage multiple projects, meet deadlines and maintain high attention to detail.

Approved:

Sally Hasler, Chief Executive Officer

Date: 26 May 2025

WHV values diversity and aims to attract and retain the best talent that reflects a variety of perspectives and experiences. We welcome applications from people of all ages, disability, ethnicity, family and caring responsibilities, gender, religion, sexual orientation and cultures including people of Aboriginal and/or Torres Strait Island heritage.