

## POSITION DESCRIPTION

<b>Job Title:</b>	<b>National Quality and Safety Manager</b>
<b>Business Unit:</b>	Corporate Services
<b>Reports To:</b>	CFO
<b>Direct Reports:</b>	TBD
<b>Location</b>	National
<b>Classification</b>	SCHADS 6
<b>Hours</b>	0.6 FTE
<b>Date Updated:</b>	4 April 2025

### About Red Nose

Red Nose is Australia's leading authority on safe sleeping and safe pregnancy advice and has been a key provider of bereavement support following pregnancy, infant and child loss for over 40 years. We work hard to ensure parents whose baby or child dies suddenly or unexpectedly can access appropriate bereavement support and care, regardless of where they are based in Australia.

Red Nose prides itself on being a learning organisation, working hard to ensure that our staff and volunteers have access to the best available evidence-based information and resources to train and educate new parents, childcare workers and health professionals.

### Position Purpose

The National Quality and Safety Manager is responsible for overseeing the implementation and continuous improvement of Red Nose's quality and safety systems, ensuring that the organisation meets accreditation standards, regulatory requirements, mandatory reporting and legislative responsibilities as a provider of face-to face and digital bereavement support and mental health services, and as a registered charity under the Australian Charities and Not-for Profit Commission. This role also holds the Privacy Officer and Complaints/Feedback Officer portfolios, ensuring compliance with mandatory reporting and organisational policies

The overarching purpose of the National Quality and Safety Management role is to safeguard the well-being of service users and their support networks, while fostering the development and safety of staff. By driving high-quality, evidence-based and sustainable service delivery, this role contributes to Red Nose's reputation as a trusted, respected and values-driven organisation.

Key Internal Relationships	Key External Relationships
<ul style="list-style-type: none"> <li>• CEO</li> <li>• Director Bereavement Services</li> <li>• Director Prevention, Education and Research</li> <li>• Quality and Practice Governance Committee</li> <li>• Community Advisory Committee</li> <li>• National Scientific Advisory Group</li> <li>• HR Manager</li> </ul>	<ul style="list-style-type: none"> <li>• Project stakeholders</li> <li>• Government Departments</li> <li>• Australian Commission on Safety and Quality in Healthcare</li> <li>• QIP</li> </ul>

Area of Focus	Key Tasks
<b>Implementation and Oversight</b>	<ul style="list-style-type: none"> <li>• Lead the implementation and monitoring of quality improvement systems, initiatives and projects to support best practice governance and service delivery.</li> <li>• Oversee the organisation's compliance with the Digital Mental Health Standards.</li> <li>• Oversee the organisation's compliance with the National Principles for Child Safe Organisations</li> <li>• Develop and deliver communication strategies to promote a culture of safety and quality, and to drive engagement with accreditation and regulatory processes and requirements.</li> <li>• Ensure the organisation meets all compliance obligations, including tracking and maintaining adherence to regulatory, legal and mandatory reporting requirements.</li> <li>• Support staff, volunteers and service users in contributing to quality improvement by facilitating workshops, creating training content and providing tools and opportunities for meaningful engagement.</li> </ul>
<b>Quality improvement</b>	<ul style="list-style-type: none"> <li>• Embed, maintain and enhance safety and quality frameworks to build robust and scalable systems.</li> <li>• Oversee the organisation's suite of safety and quality policies, procedures, and risk management frameworks.</li> <li>• Conduct regular audits and reviews to monitor adherence to quality protocols and identify opportunities for continuous improvement.</li> <li>• Lead quality improvement projects and programs that enhance the safety, quality, effectiveness and sustainability of services and systems.</li> <li>• Oversee the Complaints, Regulatory and Legislative Compliance and Privacy Officer portfolios for the organisation.</li> </ul>
<b>Stakeholder management</b>	<ul style="list-style-type: none"> <li>• Collaborate with stakeholders including regulatory bodies and other healthcare organisations to align on project goals, priorities and timelines.</li> <li>• Work collaboratively with internal teams to implement continuous quality improvement priorities and initiatives into day-to-day operations and strategic planning</li> <li>• Represent the organisation in external quality and governance forums.</li> </ul>
<b>Other</b>	<p>Red Nose employees are responsible for:</p> <ul style="list-style-type: none"> <li>• Completing all required training to understand and accurately use Red Nose systems, processes, and tools.</li> <li>• Engaging in ongoing professional development to build expertise and support organisational goals.</li> <li>• Contributing to a collaborative, high-performing and supportive team culture</li> <li>• Working collaboratively with colleagues and stakeholders to achieve team and organisational objectives.</li> <li>• Adapting to changing priorities and tasks to meet organisational needs.</li> </ul>

	<ul style="list-style-type: none"> <li>• Demonstrating behaviour consistent with Red Nose's values, policies and organisational goals.</li> <li>• Completing administrative and operational tasks accurately and efficiently.</li> <li>• Using Red Nose resources efficiently, minimising wastage and cost.</li> </ul>
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### Qualifications and Experience

<b>Essential</b>	<ul style="list-style-type: none"> <li>• Minimum of 5 years' experience in similar quality and safety management role/s.</li> <li>• Relevant qualifications in business management, quality assurance, health service governance or equivalent.</li> <li>• Demonstrated experience in developing, reviewing and implementing safety and quality systems, policies and procedures, and in managing accreditation requirements.</li> <li>• Demonstrated experience in the implementation and management of the Australian Commission of Safety and Quality in Healthcare standards.</li> <li>• Demonstrated experience in quality improvement methodologies, and in analysing and reporting on organisational data to drive quality and service improvement.</li> <li>• Demonstrated experience in developing and maintaining stakeholder networks and contacts and communicating effectively with diverse stakeholders.</li> <li>• Demonstrated experience in managing complaints and feedback procedures within a not-for-profit setting.</li> </ul>
<b>Desirable</b>	<ul style="list-style-type: none"> <li>• Understanding of or lived experience of pregnancy, baby or child loss.</li> </ul>

### Skills & Technical Expertise

<b>Essential</b>	<ul style="list-style-type: none"> <li>• Expertise in data compliance, storage and security, with experience in managing data systems within the complex digital services/tele-health environment, including adherence to privacy and security standards</li> <li>• High-level verbal and written communication skills, with proven ability to negotiate, consult and influence diverse stakeholders across all levels.</li> <li>• Demonstrated high level problem solving and critical thinking skills.</li> <li>• Excellent organisational and time management skills, with the ability to manage multiple projects to tight deadlines while maintaining accuracy, and the attention to detail.</li> <li>• Ability to work effectively and positively, both independently and as part of a team, demonstrating flexibility, resilience and initiative in a dynamic environment.</li> <li>• Proficiency in data analysis and reporting tools, in addition to strong skills in Microsoft Office, especially Excel.</li> <li>• Strong leadership and collaboration skills, with the ability to mentor and guide staff and volunteers in quality improvement initiatives</li> </ul>
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### Personal Attributes

<b>Essential</b>	<ul style="list-style-type: none"> <li>• Welcoming – creating spaces of comfort, collaboration and belonging.</li> <li>• Courageous – comfortable with the uncomfortable. willing to have a go, identify mistakes and learn from them.</li> <li>• Accountable – demonstrating integrity in everything you do.</li> <li>• Respectful – valuing the contributions of all.</li> <li>• Everyone together– working with passion for our cause.</li> </ul>
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<b>Quality, Safety and Improvement</b>	
<b>Essential</b>	<p>Red Nose Employees have a responsibility and accountability to contribute to the organisation's commitment to Quality, Safety and Improvement by:</p> <ul style="list-style-type: none"> <li>• Exercising a duty of care for their own health and safety, and the health and safety of others.</li> <li>• Complying with all relevant safety, quality, privacy and data security policies, procedures and legislation.</li> <li>• Identifying and reporting risks promptly and participating in risk mitigation.</li> <li>• Engaging in quality improvement initiatives.</li> <li>• Demonstrating culturally competent practices that respect and meet the needs of individuals, groups and communities, including Aboriginal and Torres Strait Islander peoples.</li> <li>• Completing all required safety and quality training to maintain compliance and competency standards.</li> <li>• Adhering to all relevant clinical and competency standards.</li> <li>• Applying person-centred approaches, where relevant to their role</li> <li>• Maintaining required certifications, licences, qualifications and background screening check requirements.</li> </ul>

<b>Checks – employment subject to:</b>	
<b>Essential</b>	<ul style="list-style-type: none"> <li>• Police Check</li> <li>• Working with Children Check</li> </ul>

Authorisation
Position authorised by: CFO
Employee signature:
Date: