



Candidate Pack

Quality, Safety and Risk Manager

June 2019

Call us on
1800 275 753

or visit
cpl.org.au



Welcome to CPL

CPL - Choice, Passion, Life is the leading provider of integrated support, therapy and advice for people living with a disability in Queensland and Northern New South Wales, and their families. We work with our clients at every stage of their lives.

We deliver the very best support, guidance, technology and understanding possible, so people can achieve the things that matter the most to them. We know that given the right opportunities, people can grow beyond expectations and create amazing lives. It's why we refuse to compromise in chasing the best lives for our clients, and ourselves.

Our Vision

An inclusive society for all people.

Our Purpose

To provide services for people with physical disability so they can lead the life they choose.

Our Difference

Our attitude is what makes us different. We're hopeful, determinedly enthusiastic and down-to-earth. When it comes to disability, we know one size does not fit all, which is why the CPL team ensure every effort is made to accommodate individual goals and needs

The CPL Way

We are a business with a heart. Our values of client focus, respect, inclusion, integrity, excellence and courage drive us to:

- Understand the person
- Give great service
- Work together
- Find better ways

We embody The CPL Way in our daily work life by:

- Demonstrating **understand the person** by asking open questions, knowing other's strengths and how to use them, appreciating other's deliverables and stressors, reserving judgement and focusing on understanding.
- Demonstrating **give great service** by asking questions to clarify outcomes to be achieved and by providing options to achieve those outcomes. Identifying expected impacts of any change on internal and external clients and by focusing on how we make this happen safely and effectively.
- Demonstrating **work together** by actively seeking out information, respecting the stage of the process, looking for ways to help and enhance outcomes and understanding what others are trying to achieve.
- Demonstrating **find better ways** by talking through issues respectfully, involving clients in identifying issues and designing solutions, looking beyond the sector and Australia for solutions, challenging the status quo and making it easier for clients and staff.



Click on the video to meet CPL's CEO, Rhys Kennedy, and learn about the last 70 years' of Choice, Passion, Life.

Position Description

Position Title: Quality, Safety and Risk Manager

Classification: Non Award

Reports To: Chief Operations Office

Position Purpose

The Quality, Safety and Risk Manager is responsible for CPL's Governance systems and practice frameworks and advises the executive management team and Board Quality and Risk Committee. The Quality, Safety and Risk Manager works across all services and business initiatives to drive a quality culture and provide advice on the design of internal processes to improve productivity, support a client service focus and encourage a safety conscious work environment.

This role supports continuous improvement in the performance of service delivery teams by embodying the CPL Way and working to achieve CPL's vision and purpose.

Key Responsibilities

- Leads the Quality, Safety and Risk team and utilises other internal and external resources innovatively to deliver required results.
- Manages and continually improves the organisation's Quality Management System in accordance with the requirements of ISO 9001:2015, including management of the document management system and facilitation of reviews and development of organisational policies and practice guidelines.
- Proactively manages the enterprise risk profile of the organisation in accordance with AS / NZS ISO 31000:2009. Regularly reviews and updates strategic and operational Risk Registers to ensure that senior management are aware of all significant enterprise risks and implement appropriate, cost effective mitigation strategies.
- Manages and continually improves the organisation's Quality Management System in accordance with the requirements of ISO 9001:2015, including management of the document management system, complaints handling,
- Ensure effective identification, investigation, management, monitoring and reporting of safety risks and incidents.
- Oversee the incident reporting and complaints handling systems. Manage, monitor and ensure organisational response, reporting and action to improve client/consumer experience.
- Provide feedback and advice on complex risk matters, including liability, practice and application of legislation and standards.
- Leads the annual Insurance renewal program and acts as a conduit between CPL and the Insurance brokers.
- Implement and embed the CPL Safety and Wellbeing Statement to continuously improve safety culture and safety statistics, including improved outcomes for the rehabilitation and return to work of injured workers.
- Monitor the external Quality, Safety and Risk landscape to ensure currency with contemporary legislation, practice and Standards requirements. E.g NDIS Safeguards Commission.
- Report into the Finance and Risk Sub-Committee and Board Committee.
- Undertakes other responsibilities as required and directed by the COO.

Supplementary Responsibilities

- Participates in ad-hoc service reviews and investigation of serious/complex client complaints.
- Maintains a working knowledge of other quality systems effecting CPL, e.g. NDIS, NSDS, Aged Care.
- Works offsite from time to time to undertake Internal Quality Audits, service reviews and investigations, which may require travel and overnight stays.
- Embodies The CPL Way in daily work life (see first page).
- Proactively contributes to identifying personal training and development needs and the means to address those needs, to maintain up to date knowledge, skills and abilities which ensure ongoing competence to achieve the required outcomes of the position as it develops.
- Contributes effectively to the promotion of equal opportunity and non-discrimination in the workplace.
- Contributes effectively to the identification, removal and reduction of workplace hazards and risks to ensure a safe and healthy work environment.
- Contributes effectively to the achievement of continuous improvement through adherence to the Quality Management System in all areas within the influence of the position.

Key Customers

- Reports directly to the COO.
- Regularly reports to CEO.
- Regularly reports to Finance and Risk Committee.
- Responsible for the Advisors of the Quality, Safety and Risk Team.
- Liaises internally with staff at all levels of the organisation.
- Liaises externally with clients across all services and business initiatives.
- Participants in Senior Management Team and Executive meetings.

Selection Criteria

Applicants must address the following criteria in writing to be considered for this position:

- Diploma of Quality Auditing or equivalent
- Evidenced operational and management experience in Quality, Safety and Risk Management systems in the human service sector.
- Experience in managing at least two certification standards in a human service organisation, and sound knowledge of ISO 9001:2015. An ability to establish a quick working knowledge of news standards and contemporary regulatory requirements.
- Demonstrated ability to effectively consult, negotiate and work collaboratively with a broad range of stakeholders to achieve improvement in effectiveness and efficiency of Quality Management, Safety and Risk Systems.
- Experience in planning and managing a team of direct reports and other resources to achieve annual assurance requirements.
- Excellent written and verbal communication skills.

Additional Requirements

These do not need to be addressed in selection criteria but must be included in application:

- Knowledge of RiskMan and SharePoint software is preferred but not essential.
- Capacity to travel to support the capacity building of the organisation about governance and safeguarding principles.
- Eligibility to meet the requirements of a Department of Communities and Commission for Children and Young People and Child Guardian criminal history screening.
- Current 'C' class driver's licence.

About the team

Quality, Safety & Risk

We Support the business to:

- Deliver sustainable quality services in a safe environment for all.
- Confidently and independently manage risk and encourage innovative responses to problem solving.

We are going to enable the business to achieve success through its people by...

QSR Principles



Embedding a strong continuous improvement focus



Developing capability and confidence



Strengthening culture and engagement



Supporting business system and process efficiencies



Seeking recognition from the sector and from our stakeholders



Wendy Lavelle

Chief Operating Officer
BA (PR), Assoc Dip Habilitation,
Dip Community Education

Wendy has a wealth of community sector knowledge and management experience, having worked in both accommodation and employment services in the UK and in Australia. She joined CPL in 2003 working in client liaison and then management positions with Mylestones Printing and Mylestones Employment. In her current role as General Manager Services, Wendy manages all services to ensure business initiatives are progressive, financially viable and provide quality service and choice to clients.



Working with us

Interested in working with people with disabilities? A career at CPL is more than just a job. It's an opportunity to challenge yourself as part of a valued team, use your skills to support others and work in a role you care about.

We deliver the very best support, guidance, technology and understanding possible, so people can achieve the things that matter the most to them. We know that given the right opportunities, people can grow beyond expectations and create amazing lives. It's why we refuse to compromise in chasing the best lives for our clients, and ourselves.

Our Culture

We believe that to be the best, we need to have the best, which is why we invest so much time into searching for the right employee. Once we've found them, we strive to provide the things that are most important to them – whether that's benefits, a supportive and positive environment or flexible working hours. If you're looking for a career that's engaging, diverse and rewarding, apply today.

Employee Benefits

We are invested in each and every one of our employees, their health, happiness and wellbeing. As well as enjoying a rewarding and valued role, when joining CPL our staff can benefit from a comprehensive employee benefits program.

Staff Discounts

Access exclusive offers and benefits from a wide range of partners, ranging from professional memberships to discounts on healthcare and groceries.

Salary Packaging

CPL are partnered with RemServ to offer full and part-time employees salary packaging. Salary packaging is also known as salary sacrifice, and is where you can pay for items or services straight from your pre-tax salary, which can reduce your taxable salary and put more money in your pocket.

Salary Packaging allows you the option to package up to a cap of \$15,900*~ per annum, or \$611.54*~ per fortnight, of your salary which is tax free, providing you with a potential tax saving. Salary Packaging benefits within this cap can include mortgage and/or rent payments, living expenses, motor vehicle expenses, child care fees, credit card payments and many more.

Visit www.remserv.com.au for more information.

* These values may change subject to legislative changes.





choice • passion • life

Want to learn more?

For any further question or a confidential conversation about this opportunity please call Sarah Mobbs on (07) 3358 8121 or email Sarah.Mobbs@cpl.org.au



Call us on
1800 275 753

or visit
cpl.org.au