

JOB DESCRIPTION

Head of Quality and Service Improvement

UNITING

Our purpose: To inspire people, enliven communities and confront injustice.

Our values: As an organisation we are **Imaginative, Respectful, Compassionate** and **Bold**.

When you are part of Uniting NSW.ACT, you are part of a diverse, purpose-led team of people who are really making a difference to the world around them.

We contribute to the work and mission of the Uniting Church in NSW and the ACT through social justice advocacy, community services and spiritual care. We provide care and support for people through all ages and stages of life, with a focus on people experiencing disadvantages and vulnerability. Our purpose is to inspire people, enliven communities and confront injustice.

Our people work together to create a culture that is safe, inclusive and person-centred. We bring this to life every day through our values: compassionate, respectful, imaginative and bold.

Uniting acknowledges the continuing sovereignty and rich cultural diversity of Australia's First Peoples. We pay our respects to all Elders – past, present, and emerging – and to all First Peoples on whose lands we live and work.

Uniting is a Child Safe Organisation and we commit to safeguarding children and young people and taking action to keep them safe.

CUSTOMER, RISK & GOVERNANCE DIRECTORATE

The Customer, Risk & Governance (CRG) directorate is an enabling function at Uniting NSW.ACT, partnering with frontline teams to support safe, high-quality services through governance, risk management, compliance, safeguarding, quality systems, customer engagement and transformation.

We strengthen Uniting's ability to deliver high-quality, safe and person-centred care. Our work transforms insight into practical improvements and transparent governance, building trust across services and enabling sustainable growth.

Led by the Chief Customer, Risk & Governance Officer, CRG connects strategy to practice so teams can lead with confidence, and services are safe, respectful, accountable and responsive to the people we serve.

Why join us?

CRG is where governance meets purpose. You will be part of a purpose-driven team helping to protect people, improve experiences and support meaningful, organisation-wide change. If you value collaboration and want your work to contribute to safe, respectful and accountable services, this is a place where you can make a practical difference.

ABOUT THE ROLE

As Head of Quality and Service Improvement, you will be part of the Customer, Risk and Governance directorate and will help shape Uniting's strategy by translating it into clear priorities, practical plans and measurable outcomes for the directorate.

You will lead all aspects of Quality and Service Improvement, including staff management and development, business planning, budgeting and reporting, project management, and delivery against key performance indicators.

ROLE KEY ACCOUNTABILITIES

In this role, you will provide senior leadership across the Customer, Risk and Governance directorate by:

- Contributing to a stronger, more unified Uniting.
- Shaping priorities and outcomes for the Quality and Service Improvement team and your specific areas of accountability.
- Partnering with colleagues to translate Business Stream strategies into practical plans and tactics, strengthening coordination across the function and maximising performance.
- Engaging employees with Uniting strategies in ways that connect them to the meaningful work and a shared One Uniting way of operating.
- Providing visible, positive leadership across Uniting, while working with other functions and teams to coordinate activity, avoid duplication, standardise efficient processes and support continuous improvement.
- Leading specific projects within business plans to deliver practical, sustainable outcomes.
- Building and maintaining a safe, supportive and inclusive working environment where people are valued for, nationality, cultural background, LGBTI status, abilities, gender and age.

As the Head of Quality and Service Improvement, you will lead work that strengthens quality systems, enables confident decision-making and supports safer, more consistent services for the people we serve. Specifically, you will:

- Establish and maintain a best-practice organisational Quality Management Framework that provides clear policy, procedure and document controls, assurance mechanisms and a continuous improvement approach. You will partner with service and operational leaders to build understanding of the framework, apply it in practice, identify risks, measure performance and uncover improvement opportunities. You will also support priority improvement initiatives by providing quality improvement expertise, practical tools and coaching that enable sustainable change.
- Lead a whole-of-organisation continuous improvement register and governance approach that captures, assesses and prioritises recommendations from complaints, feedback, incidents, internal and external audits, and regulator feedback. You will monitor action delivery and report progress and overdue actions to relevant leaders and governance forums, supporting timely follow-through and transparent accountability.
- Work closely with operational services, Risk and Assurance, and other enabling functions to maintain accreditation and licensing readiness, strengthen external audit preparedness and translate audit outcomes into prioritised improvement actions.

ABOUT YOU IN THE ROLE

You are a collaborative, purpose-led leader who brings strong quality, governance and improvement expertise to complex service environments. You combine strategic judgement with practical delivery, and you know how to build trusted relationships that help teams improve services and outcomes.

As a staff member of Uniting, you will celebrate diversity and welcome all people, regardless of lifestyle choices, ethnicity, faith, sexual orientation or gender identity.

Your classification: Head of (Award Free)

Your directorate: Customer, Risk and Governance (CRG)

You'll report to: Chief Customer, Risk and Governance Officer

YOUR KEY CAPABILITIES

Enterprise Leadership

- **Creates Vision, Purpose and Culture** – connects Uniting people to our purpose through a compelling vision of the future.
- **Demonstrates Strategic Agility** – creates breakthrough strategies, anticipating future trends and their commercial opportunities.
- **Builds Enterprise Performance and Relationships** – collaborates across functions and agendas to achieve the best outcomes for Uniting as a single enterprise.
- **Develops External Relationships** – represents and advocates for the Uniting brand, reputation and social justice externally.

People Leadership

- **Delivers Performance Through Others** – clearly delegates and assigns responsibility, evaluating performance along the way.
- **Creates and Builds the Capability of Our People** – enriches Uniting's overall capability through selection, feedback and the development of excellent people.
- **Builds Diverse, Highly Engaged Teams** – builds effective teams with the morale and capability to cope with change effectively.

Business Leadership

- **Demonstrates Business Acumen and Delivers Results** – understands Uniting's business, market and competitors, and drives delivery of continuously improving results.
- **Develops and Grows the Business** – understands the changing market landscape and positions Uniting for growth.
- **Reaches Commercial Decisions** – makes effective commercial decisions with the information, time and resources available.

QUALIFICATIONS & EXPERIENCE

Qualifications:

- Postgraduate and/or bachelor qualification in a relevant business field, or equivalent experience.

Experience:

- At least eight years' experience providing senior leadership in role within a large, complex organisation.
- Sound knowledge of Uniting products and services and applicable Australian laws and regulations across the industry.
- Demonstrated ability to lead implement changes, and to drive quality and service improvement in complex environments.
- Sound knowledge of the concepts and principles of quality management and evidence-based practice in a healthcare setting.
- Detailed understanding of leadership, financial risk management, strategic direction-setting, effective people management and the challenges facing modern healthcare service delivery.
- Ability to respond to significant challenges with resilience and persistence.
- Demonstrated capacity to lead a function and multiple teams, while building capability across peer groups and stakeholder networks.
- A successful leadership track record, with demonstrated achievements delivered through teams and cross-functional partnerships teams.
- Established leadership and stakeholder management experience, including customer engagement, within a complex, customer-focused organisation with a multi-site setup.
- Experience in legal and compliance management, including stakeholder engagement at a senior level.
- Broad understanding of applicable legal instruments, particularly the Privacy Act, within a relevant industry.
- Strong industry networks.
- Strong analytical and conceptual skills, and excellent interpersonal skills with high-quality written and verbal communication.
- Passion for social change and creating an organisation of influence for people experiencing disadvantage.
- Skilled at navigating complex organisations, building trusted relationships and leading through influence rather than direct authority.

Even better:

- Experience working in a relevant human services sector.
- Passion for improving health systems, building positive cross-team relationships, applying strong project management skills and understanding how technology supports tracking of improvements.