



Position description

February 2023

Policy and Projects Coordinator

Social, Community, Home Care and Disability Services Industry Award – Level 6

Full time, fixed term 12 months

VALUES



PURPOSE

We find new ways to ensure people experiencing family violence and housing insecurity have access to immediate support and assistance on their path to recovery

VISION

For people experiencing family violence and housing insecurity to be able to access support and live safe and fulfilling lives

STRATEGIC IMPACT PRIORITIES

- 1 INCREASE ACCESS TO HOUSING**
Increase access to appropriate and sustainable housing for Wayss clients
 - Identify investment opportunities that will increase Wayss access to housing
 - Develop pathways for Wayss clients to access longer term, safe and sustainable housing
- 2 INCREASE ACCESS TO WAYSS SERVICES**
Ensure our services are accessible and appropriate for our diverse community
 - Develop our service design and delivery in direct response to consultation with people with lived experience of family violence and homelessness
 - Build deeper relationships and meaningful partnerships with key community groups in our region
- 3 INNOVATE AND INFLUENCE FOR CHANGE**
Focus on new and tailored service responses that build an evidence base for systemic change
 - Invest in service delivery innovation
 - Engage philanthropic and corporate supporters in our innovation projects
 - Establish Wayss as a strategic thought leader able to influence and create change

TARGET OUTCOMES

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| <p>FOR CLIENTS:</p> <ul style="list-style-type: none"> • Immediate safety • Safe and appropriate accommodation • Connection to other supports needed for recovery | <p>FOR WAYSS:</p> <ul style="list-style-type: none"> • Contribute to a system that better meets the needs of service users |
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WHAT WE DO

Wayss is the largest provider of housing and family violence services in the South East Melbourne area. We exist so people can live a life free from family violence and have access to safe, sustainable and affordable housing. Our vision is to be the major provider of social housing services and leading edge client support programs in the Southern Melbourne Metropolitan region.

We deliver funded services and programs across the local government areas of Greater Dandenong, Frankston, Casey and Cardinia.

The Quality Risk and Compliance (QRC) team maintain accreditation and legislative requirements, identifying and managing risk, compliance reporting, data analytics, continuous improvement, client voice activities, client complaints management, policy framework implementation and quality assurance at Wayss.

HOW YOU DO IT

Reporting to the Head of Quality, Risk and Compliance and working across the whole organisation, the Policy and Projects Coordinator is an important role at Wayss.

Duties include:

- Leading the Policy Review and Development Project along with leading the development of service and practice documents and guidance across the organisation
- Leading the development of the Document Management system and associated requirements on the Wayss Intranet and Sharepoint.
- Establishing the processes, workflows and schedules for document development, approval, hosting, maintenance and review.
- Working in conjunction with the QRC team and the GM People and Culture in developing the Wayss style guide ensuring that the language and wording is inclusive and in line with the organisations core values of Respect, Compassion and Kindness.
- Working closely with QRC team members to ensure Wayss accreditation status is maintained.
- Embedding the Wayss frameworks for document management, audit, review and improvement.
- Working across the organisation with a wide variety of stakeholders assisting the development of documentation to support the compliant delivery of funded services along with transformation projects.
- Assisting in delivering the quality work plan that delivers continuous improvement and participate in ongoing development of best practice and evidence based improvements.
- Leading process and continuous improvements for contractual, legislative and regulatory compliance.

ABOUT YOU

You will have:

- Appropriate Tertiary qualifications in public policy, information management, policy analysis or compliance disciplines at degree level or above.
- Demonstrated experience in a senior policy role.
- Demonstrated organisational, administrative and project management skills with the ability to plan, co-ordinate and carry out complex and multi-faceted projects.
- High level skills and experience in developing and providing strategic and operational, evidence-based policy advice and documentation
- An understanding of quality assurance and continuous improvement frameworks.
- A solid understanding of documentation compliance management and document management systems and protocols.
- Experience in project management including planning, development and delivery of projects, and development of training activities and materials.
- Demonstrated ability to work autonomously under limited direction along with working cooperatively as part of a high performing team.
- Excellent written communication skills, including direct experience writing and managing policies, procedure and document libraries.
- Your strong written and oral communication skills will enable you to build rapport and maintain strong working relationships and liaise with a wide range of stakeholders.
- Demonstrated capacity to manage projects to tight timelines
- Demonstrated computer skills and working knowledge of the Microsoft Office suite.
- Experience in the Community Services or NGO sector will be highly regarded.

This role requires a current Driver's License and valid Working with Children Check Card. The candidate will need to have successfully completed Wayss' pre-employment screening and a police check and evidence of full COVID-19 vaccination compliance.

WHAT IS IMPORTANT TO WAYSS MUST BE IMPORTANT TO YOU

- At Wayss, we embrace a culture of diversity and inclusion within our workforce and approach to service delivery. We are responsive to the needs of Aboriginal and Torres Strait Islander people, people from LGBTIQ and culturally and linguistically diverse communities, people living with a disability and people of all ages.
- Wayss is committed to being a child safe organisation. Wayss has a zero tolerance of any abuse or maltreatment of children and young people. Every person who is part of the organisation must treat the rights, interests and safety of children and young people as paramount.
- Wayss values the voices of our clients. We recognise that we deliver higher quality and safer services when we hear from people with lived experience. We are committed to providing opportunities for clients to participate and provide feedback on our service design and delivery.
- Wayss aligns with the MARAM framework and ensures our services are effectively identifying, assessing and managing family violence risk.

