



# Position Description

## Quality Manager

**Reports to** General Manager, Organisational Development and Support

**Service/Team** Organisational Development and Support (ODS)

### About Us

Since 1980, we have supported thousands of New Zealanders whose lives are affected by alcohol, drug or other addiction challenges. We provide effective, evidence-based services that support wellbeing. We do this in partnership with tāngata whai ora (people seeking wellness) and their whānau, working together to build the lives they want.

We wholeheartedly believe that everyone living in New Zealand should have the opportunity to live life to the fullest and feel hopeful about their future. Our services encourage stronger connections with friends and whānau and enable meaningful participation in the community.

Our pillars – whakawhirinaki | trust, pono | honesty, haepapa | responsibility, matapōpore | concern, and aroha | love – are the foundation of our work, guiding how we work together and with others.

### Tō Tātou Matakiteinga | Our Vision

Poutia, Heretia

Tuia te muka tangata ki te pou tokomanawa

Ka tū mana motuhake, Ka noho herekore i ngā waranga me ngā wero nui o te ao.

People, whānau and communities are connected and supported to live the lives they want, free from drug, alcohol and other addiction challenges.

### Tō Tātou Aronga | Our Purpose

Ka hangaia e mātou he whare haumarū, he whare tūmanako hoki e tīni ai te tangata, he wāhi whakaaroaro, he wāhi ako, he wāhi tūhono anō hoki, mei kore e puta tātou ki te wheiao, ki te ao mārama.

We create hopeful and safe spaces for change with opportunities to reflect; learn and connect so that people can move towards a brighter future.

## Position Purpose

In collaboration with relevant colleagues:

- Coordinate and support Odyssey's quality improvement and outcomes frameworks, monitoring and compliance systems.
- Coordinate Odyssey's risk management processes and reporting, including complaints, incidents, and adverse events.
- Coordinate infection, prevention and control systems, processes, and reporting, including pandemic planning and response.
- Coordinate health and safety, and fire safety systems, processes and reporting.

## Key Areas of Responsibility

Area of Responsibility	Performance Measures
<p><b>Quality Improvement</b></p> <ul style="list-style-type: none"> <li>• Manage Odyssey's quality improvement system and framework, ensuring legislative compliance and reporting. This includes:               <ul style="list-style-type: none"> <li>○ Developing and publishing an annual quality plan and coordinating associated reporting.</li> <li>○ Coordinating quality improvement activities to meet compliance requirements, in line with National Care Standards and Ngā Paerewa, with a focus on equity.</li> <li>○ Chairing Odyssey's Executive Quality and Risk Committee and providing regularly reports for this Committee.</li> <li>○ Coordinating internal audit and reporting processes.</li> <li>○ Coordinating activities to support external auditing processes (legislative and contractual MoH, DHBs, MSD, Corrections).</li> </ul> </li> <li>• Support the development and implementation of an Outcomes framework that supports Odyssey's Services to effectively measure impact and service-level improvements.</li> </ul> <p><b>Risk Management</b></p> <ul style="list-style-type: none"> <li>• Coordinate processes for the effective management and reporting of complaints, incidents and adverse events in line with organisational policies, procedures and standards.</li> </ul>	<ul style="list-style-type: none"> <li>• An annual Quality Plan is developed and implemented with appropriate reporting.</li> <li>• Feedback from managers indicate that they understand the measures in the Outcomes framework are using them to monitor and document service improvements over time.</li> <li>• Internal and external audit requirements are identified, communicated, and Services are appropriately supported.</li> <li>• Line manager and clinical managers express satisfaction with the support and guidance provided to Services; there is evidence that Services are reporting against agreed outcome measures, and are adhering to relevant organisational standards, and meeting legislative and contractual requirements.</li> </ul> <ul style="list-style-type: none"> <li>• Complaints, incidents and adverse events are investigated and concluded satisfactorily within the required timeframe.</li> </ul>

Area of Responsibility	Performance Measures
<ul style="list-style-type: none"> <li>• Conduct investigations into client complaints as required; liaise with managers and members of the P&amp;C team as appropriate.</li> <li>• Coordinate risk management reporting as required.</li> </ul> <p><b>Continuous Improvement</b></p> <ul style="list-style-type: none"> <li>• Ensure learnings from investigated incidents or complaints, and corrective actions from audits are translated into practical improvements by:               <ul style="list-style-type: none"> <li>○ Supporting lessons learnt exercises at the organisational or service level.</li> <li>○ Supporting programme evaluations as required.</li> <li>○ Supporting the implementation of recommendations identified through investigations of incidents or complaints.</li> <li>○ Coordinating plans to address corrective actions identified through internal or external audits.</li> <li>○ Maintaining Odyssey's continuous improvement log.</li> </ul> </li> </ul> <p><b>Infection Prevention and Control</b></p> <ul style="list-style-type: none"> <li>• Coordinate monthly meeting to review and address issues and ensure the efficacy of Odyssey's infection prevention and control measures.</li> <li>• Ensure Odyssey's Pandemic plan is fit for purpose in managing/mitigating the risks arising from known or emerging infectious diseases.</li> </ul> <p><b>Health and Safety (organisational)</b></p> <ul style="list-style-type: none"> <li>• Coordinate Odyssey's Health and Safety Committee.</li> <li>• Update and lead the implementation of Odyssey's annual Health and Safety plan, in liaison with other relevant kaimahi.</li> <li>• Support internal and external Health and Safety audits and activities.</li> <li>• Support improvement initiatives and activities that lift Health and Safety standards and culture across Odyssey.</li> <li>• Ensure organisational fire drills and fire safety checks are undertaken across Odyssey facilities, in liaison with the relevant H&amp;S reps.</li> </ul>	<ul style="list-style-type: none"> <li>• Managers and P&amp;C team members (as applicable) express satisfaction with the timeliness, support and levels of collaboration provided during investigations.</li> <li>• Reporting requirements are met.</li> </ul> <ul style="list-style-type: none"> <li>• Timely evaluations and lessons learnt exercises are held; line manager/ other senior managers express satisfaction with the advice and support provided to help achieve continuous improvements.</li> <li>• Odyssey's continuous improvement log is used to track organisational improvements over time.</li> </ul> <ul style="list-style-type: none"> <li>• Infections are identified, reported, and managed.</li> <li>• Odyssey's Pandemic plan documents appropriate measures to manage and mitigate risks from known or emerging infectious diseases; managers demonstrate understanding and are adhering to these measures.</li> </ul> <ul style="list-style-type: none"> <li>• Health and safety issues are identified and addressed (through the Health and Safety committee) and communicated as per Health and Safety legislation.</li> <li>• Plans and initiatives are implemented to address identified workplace health and safety issues, including cultural safety issues; line manager express satisfaction with the coordination, advice and support provided.</li> <li>• Timely and appropriate support is provided for Health and Safety audits.</li> <li>• Fire safety drills and other safety measures are in place.</li> </ul>

Area of Responsibility	Performance Measures
<p><b>Health and Safety (individual)</b></p> <ul style="list-style-type: none"> <li>Identify and act on any potential risks to self or others, including tāngata whai ora, whānau and/or other kaimahi.</li> <li>Be familiar with and abide by the organisation’s health and safety policies, cultural safety framework, and reporting procedures, ensuring others do the same as required.</li> <li>Follow safe work practices, which includes the effective use of safety equipment, identification of workplace hazards and taking action to reduce or eliminate these.</li> </ul> <p><b>Policy and Privacy Act support</b></p> <ul style="list-style-type: none"> <li>Support the Policy Manager to maintain an up to date set of organisational policies and procedures that are fit for purpose. This includes providing cover when the Policy Manager is absent or otherwise away from the office.</li> <li>Assist the Policy Manager with with Privacy Act requests as required.</li> </ul> <p><b>Te Tiriti o Waitangi</b></p> <ul style="list-style-type: none"> <li>Provide support to Services in the application of Te Tiriti principles in their day-to-day practices.</li> <li>Include cultural safety and equity considerations when coordinating audits, programme reviews and quality activities.</li> </ul> <p><b>Professional Development</b></p> <ul style="list-style-type: none"> <li>Be proactive in own professional development.</li> <li>Attend relevant organisational trainings as required.</li> </ul>	<ul style="list-style-type: none"> <li></li> <li></li> <li>Risks (including Health and Safety, compliance and maintenance) are identified and reported.</li> <li>Plans are put in place to resolve and/or mitigate potential problems as required.</li> <li>Issues are escalated to relevant manager as required.</li> <li>Demonstrates understanding and compliance with organisational and legislative health and safety requirements, including cultural safety requirements, and is proactive in raising kaimahi competence and compliance.</li> <li>Correct protocols are followed when using safety equipment.</li> <li>Workplace hazards are identified and plans are put in place to reduce /eliminate these, or the matter is escalated to the relevant authority.</li> </ul> <ul style="list-style-type: none"> <li>Line manager and Policy Manager express satisfaction with the support provided on policy matters and Privacy Act requests.</li> </ul> <ul style="list-style-type: none"> <li>Actions show knowledge and ability to apply the principle of Te Tiriti in the delivery of role; line manager and Clinical Managers express satisfaction with the support and guidance provided.</li> <li>There is evidence of cultural safety and equity considerations in internal auditing exercises, service reviews and quality initiatives.</li> </ul> <ul style="list-style-type: none"> <li>Has an individual development plan which is implemented.</li> <li>Organisational trainings are completed.</li> </ul>

Area of Responsibility	Performance Measures
<p><b>General</b></p> <ul style="list-style-type: none"> <li>• Work cooperatively with colleagues and contribute actively in team/organisational meetings.</li> <li>• Carry out any other duties that may be delegated by the line manager, which are in keeping with the scope of the role.</li> </ul>	<ul style="list-style-type: none"> <li>• Regular attendance at team/organisational meetings and makes useful contributions.</li> <li>• Work is undertaken and completed.</li> <li>• Commitment and flexibility are demonstrated.</li> </ul>

## Person Specification

Qualifications, Knowledge and Experience
<ul style="list-style-type: none"> <li>• At least 3 years relevant experience, including experience of leading quality improvement, risk management and/or health and safety activities</li> <li>• A relevant (level 7) qualification e.g Bachelor of Health Science, Policy, Health and Safety, Statistics</li> <li>• Proven report writing experience and knowledge of associated methodologies and tools</li> <li>• Knowledge of organisational requirements under the Health and Safety at Work Act</li> <li>• Experience of working in the social services, addictions and/or mental health sectors</li> <li>• Experience of coordinating processes for internal and/or external audits (knowledge of relevant standards in the health sector is desirable)</li> <li>• Demonstrated understanding of the principles of Te Tiriti o Waitangi and its application in health settings</li> <li>• Knowledge of Māori tikanga and the culture and customs of Pacific peoples</li> <li>• Demonstrated understanding of cultural safety practices</li> <li>• Understanding of and interest in Odyssey's work</li> <li>• Proven expertise in using Microsoft suite applications</li> <li>• Full current NZ drivers license</li> <li>• Knowledge of te reo is desirable</li> </ul>
Skills and Abilities
<ul style="list-style-type: none"> <li>• Strong interpersonal and communication skills</li> <li>• Strong reporting writing skills</li> <li>• Ability to establish and maintain effective relationships with a range of stakeholders</li> <li>• Strong organisational and prioritisation skills</li> <li>• Ability to work under pressure, complete work on time and to a good standard</li> <li>• Ability to work with limited supervision</li> <li>• Demonstrated cultural sensitivity and rainbow diversity awareness</li> <li>• Willingness to consider other viewpoints and adjust decisions as appropriate</li> <li>• Self-motivated, able to take the initiative and adapt decisions as appropriate</li> <li>• Ability to show discretion and tact</li> <li>• High regard for security and confidentiality, including client information</li> <li>• Fluency in English (written and spoken)</li> <li>• Demonstrated IT/word processing skills</li> <li>• Ability to acknowledge own limitations and be proactive with own self-development</li> </ul>

## Key Relationships

Internal	External
<ul style="list-style-type: none"> <li>• GM, ODS</li> <li>• Policy Manager</li> <li>• General Manager Operations</li> <li>• Operations Managers / Clinical Managers</li> <li>• Health and Safety Committee Representatives</li> <li>• Service Improvement Lead/Team</li> <li>• Facilities Manager</li> <li>• Clinical Managers</li> <li>• People and Capabilities Manager/ team</li> <li>• Members of the ODS team</li> <li>• Other Odyssey kaimahi</li> </ul>	<ul style="list-style-type: none"> <li>• Quality managers and coordinators in other organisations</li> <li>• External audit agencies</li> <li>• Health and Safety and fire safety agencies</li> </ul>

## Ngā Poupou | Our Pillars

Our Pillars are the foundation of our work, guiding how we work together and with each other.

<b>Whakawhirinaki   Trust</b>	Reliable and shows great integrity.
<b>Pono   Honesty</b>	Transparency and openness underpin all actions.
<b>Haepapa   Responsibility</b>	Achieves and surpasses goals.
<b>Matapōpore   Concern</b>	Empathic and interested in the wellbeing of others.
<b>Aroha   Love</b>	Genuinely collaborative, supportive and able to work as part of a close-knit team, including with tāngata whai ora and whānau.