

# POSITION DESCRIPTION



COMMUNITY HOUSING LTD  
GROUP OF COMPANIES

## SENIOR QUALITY AND IMPROVEMENT ADVISOR

Location:

Reports to: Head of Quality and Improvement

Supervises: N/A

CHL Capability Band: #2

<b>Primary Purpose:</b>	The Senior Quality and Improvement Advisor provides advice, support, and guidance to help their areas navigate complex quality and improvement requirements, and assists with implementing, monitoring, and reviewing the Quality and Improvement Framework within CHL.
<b>Context:</b>	This is an important role contributing to CHL's vision of a world without housing poverty and is a role model for CHL's values, vision and goals. Staff working at this level are expected to manage work practices for the health and wellbeing of staff and promote and adopt a balanced and positive approach to work.
<b>Work Health &amp; Safety</b>	Ensure all tasks and activities associated to the role's operations comply with WHS legislation, relevant State jurisdiction and CHL health and safety policies, procedures, and directions
<b>Responsibilities:</b>	<p>To support the Quality and Improvement Team to achieve quality outcomes and improvement for CHL the Senior Quality and Improvement Advisor will:</p> <ol style="list-style-type: none"> <li>1. Implement the Quality and Improvement Framework, monitor and review activities, and provide training and support to ensure organisation-wide understanding and adherence.</li> <li>2. Engage with key business units to facilitate the review and improvement of service delivery, including supporting best practice implementation, developing processes, identifying root cause issues, and refining quality monitoring, measurement and reporting requirements</li> <li>3. Facilitate and lead teams in designing and mapping processes, using process mapping tools to streamline workflows and enhance operational efficiency.</li> <li>4. Lead and manage quality and process improvement projects, ensuring effective cross-functional collaboration, project implementation, and measurable outcomes.</li> <li>5. Maintain and implement required changes to the Document Management System and SharePoint in line with approved processes.</li> <li>6. Research relevant legislation, housing regulations, standards (including ISO9001:2015), and best practice processes to identify gaps and recommend improvements.</li> <li>7. Ensure quality and business improvements are aligned with the strategic direction of CHL</li> <li>8. Support quality management of compliance in complaints, feedback and appeals</li> <li>9. Offer guidance, mentorship, and additional support to the Quality and Improvement Team and the broader organisation as required, fostering a culture of continuous learning and improvement across all levels of CHL.</li> </ol>
<b>Technical Skills, Experience &amp; Qualifications:</b>	<ul style="list-style-type: none"> <li>• Minimum 5+ years' experience in similar role and/or Degree qualified</li> <li>• Experience in Process Mapping and Analysis (BPMN), Quality Management, Project Management and Policy</li> <li>• Knowledge of Quality Audit standards i.e. ISO 9001:2015</li> <li>• Exceptional project delivery support skills</li> <li>• Advanced user skills in MS Office programs and Visio, other applications such as Miro</li> <li>• Commitment to the right of every person to suitable housing that provides stability to build their life.</li> <li>• Understanding of the community and/or public housing sectors</li> <li>• Satisfactory Policy Check</li> </ul>

<b>Key Capabilities:</b>	<p><b>Client Focus</b> - Provides leadership and focuses team on client outcomes.</p> <p><b>Achieves Results</b> - Enables the achievement of quality outcomes by identifying and removing potential barriers to success</p> <p><b>Technology</b> - Shows commitment to the use of existing and deployment of appropriate new technologies in CHL.</p> <p><b>Resilience</b> – Achieves work objectives, even in difficult circumstances whilst remaining positive and calm</p> <p><b>Quality</b> - Manages implementation and actively monitors quality systems to ensure that expected outcomes are achieved.</p> <p><b>Innovation and Creativity</b> - Demonstrates initiative and enterprise and supports others to work more effectively.</p> <p><b>Project Management</b> - Readily applies project management methodology to basic or routine projects to achieve stated objectives and/or outcomes.</p> <p><b>Continuous Improvement</b> - Assists and guide others to address emerging challenges and strategies and risks, and generates support for change initiatives and a continuous improvement environment</p> <p><b>Gathers information</b> - Draws on information and alternative viewpoints. Uses knowledge of CHL to tailor approaches to different issues.</p> <p><b>Teamwork</b> - Builds co-operation and overcomes barriers to information sharing, communication and collaboration.</p> <p><b>Guides, Mentors, Learns</b> - Displays ongoing commitment to learning and development of self and others.</p> <p><b>Proactive</b> - Creates opportunities and minimizes potential problems by anticipating and preparing in advance.</p> <p><b>Communication</b> - Confidently presents messages in a clear, concise and articulate manner using the most appropriate medium.</p> <p><b>Conflict Resolution</b> - Recognises differences of opinion and works toward the resolution of conflict. Deals sensitively with conflicting views to ensure team cohesion.</p> <p><b>Professionalism &amp; Accountability</b> - Takes responsibility for own work tasks, utilizes the specialist expertise of others within CHL and contributes own expertise to achieve outcomes for the business unit.</p> <p><b>Probity</b> - Acts and at all times encourages others to operate within the boundaries of CHL processes, policies, and legal constraints.</p>
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