



<b>POSITION</b>	<b>Executive Manager Quality and Impact</b>	<b>STATUS</b>	Full time & Part Time
<b>REPORTS TO</b>	Chief Executive Officer	<b>LOCATION</b>	Cheltenham

**BETTER PLACE AUSTRALIA**

Better Place Australia has a vision of *“An Australia where all people experience positive relationships, truly value each other and live safer, more fulfilling lives”*. Our purpose is *“To empower people to become more resilient and experience improved wellbeing to better determine their futures”*.

Our organisational values are at the forefront of all interactions with our employees, our clients and our stakeholders.

We are:

- Creative
- Caring
- Welcoming
- Responsive; and
- Thriving

As a community focused ‘for-purpose’ organisation with an ever-growing range of psychological and community support services, Better Place Australia is taking a leadership role in the provision of high-quality, effective services for a wide range of community groups across Victoria.

**PURPOSE OF ROLE**

The Executive Manager Quality and Impact provides strategic leadership across quality, clinical governance, service excellence, and delivering impact through the organisational strategy to ensure the delivery of safe, effective, and person-centred services, supporting BPA’s goal of a sector-leading service delivery model that values client experience, measurable outcomes, and financial sustainability

As a member of the Executive Leadership Team, the role is responsible for driving continuous improvement, strengthening client experience and participation, leading accreditation and quality assurance frameworks, leveraging data and insights for performance, and fostering innovation, research, and partnerships that support sustainable impact and growth.

**WORK PERFORMED**

The role leads organisation-wide systems and capabilities relating to quality, accreditation, clinical governance, evaluation, performance monitoring, innovation, research, and stakeholder engagement.

Working in close partnership with the CEO, Executive colleagues, Board, funders, service partners, and the community, the Executive Manager Quality and Impact ensures the organisation meets regulatory and accreditation standards while continuously improving services and outcomes for clients and communities.

The role operates with a high level of autonomy, judgement, and influence, shaping strategic direction and ensuring accountability, learning, and evidence-informed practice across the organisation.

**Responsibilities:**  
**Quality, Clinical Governance and Accreditation**

- Provide strategic leadership of organisational quality systems, clinical governance frameworks, and continuous improvement processes.
- Ensure compliance with relevant accreditation standards, regulatory requirements, and funding obligations across psychological and community support services.
- Oversee incident management, quality assurance, risk escalation, and continuous learning to support safe and effective services.
- Support the Board and Executive with high-quality reporting on clinical risk, quality performance, and improvement outcomes.

#### **Client Experience and Participation**

- Lead client experience and participation strategies, ensuring lived experience voices inform service design, evaluation, and governance.
- Embed person-centred, recovery-oriented, and trauma-informed approaches across service delivery and organisational practice.
- Monitor and respond to feedback, compliments, and complaints to drive meaningful service improvement.

#### **Data, Insights and Performance**

- Oversee the collection, analysis, and use of data to inform decision-making, service improvement, and strategic planning.
- Develop performance frameworks, dashboards, and insights that track outcomes, impact, and organisational effectiveness.
- Promote a strong culture of evaluation, accountability, and evidence-based practice.

#### **Innovation and Projects**

- Identify and lead innovation initiatives that enhance service impact, accessibility, sustainability, and system integration.
- Oversee strategic and cross-organisational projects, ensuring effective governance, delivery, and benefits realisation.
- Support pilots, service redesign, and innovation aligned with emerging needs and sector reform.

#### **Research and Policy**

- Lead and support research activities, evaluation partnerships, and evidence generation relevant to psychological and community services.
- Contribute to public policy development and advocacy through data, research insights, and practice expertise.
- Ensure ethical, rigorous, and culturally safe approaches to research and evaluation.

#### **Stakeholder Engagement and Partnerships**

- Oversee BPA's stakeholder engagement framework with key stakeholders including funders, peak bodies, service partners, researchers, and community organisations.
- Build and sustain effective partnerships with external organisations to enhance collaboration and support organisational objectives and outcomes.
- Represent BPA in strategic forums, collaborations and partnership initiatives.
- Support integrated service delivery and shared outcomes through effective cross-sector engagement.

#### **External Communications**

- Provide strategic oversight of external communications related to quality, outcomes, innovation, and organisational impact.
- Work collaboratively to ensure public communication, reporting, and messaging aligns with values, evidence, and strategic priorities.
- Support transparency, reputation, and influence across the sector.

#### **Other**

- Other duties assigned and which are consistent with the scope of the position.

REQUIRED KNOWLEDGE AND EXPERIENCE
<p><b>Essential:</b></p> <ul style="list-style-type: none"> <li>• Tertiary qualifications in clinical health, social sciences, public policy, research, quality, or a related discipline (postgraduate qualifications advantageous).</li> <li>• Significant senior leadership experience in quality, strategy, or service improvement within a for-purpose organisation including community health, mental health, or community services environments.</li> <li>• Demonstrated expertise in clinical governance, accreditation, quality systems, and continuous improvement frameworks.</li> <li>• Strong experience using data, evaluation, and insights to drive performance, outcomes, and strategic decision-making.</li> <li>• Proven capability in managing complex stakeholder relationships, partnerships, and system-level initiatives.</li> <li>• High-level communication skills, with experience reporting to and advising CEOs and Boards.</li> </ul> <p><b>Desirable:</b></p> <ul style="list-style-type: none"> <li>• Experience in research, evaluation, or academic partnerships within human services settings.</li> <li>• Familiarity with Federal and Victorian community, mental health, and psychosocial service funding and regulatory environments.</li> <li>• Experience leading innovation, service redesign, or transformation initiatives in complex service systems.</li> </ul>
RISK SCREENING
<ul style="list-style-type: none"> <li>• Current Victorian driver's license and access to own transport</li> <li>• Current satisfactory National Police check</li> <li>• Working with Children Check (Victoria)</li> </ul>
KEY RELATIONSHIPS / INTERACTIONS
<p><u>Internal</u></p> <ul style="list-style-type: none"> <li>• Administration Coordinators</li> <li>• Operational Staff</li> <li>• Executive Team</li> <li>• CEO</li> <li>• Board Members</li> </ul> <p><u>External</u></p> <ul style="list-style-type: none"> <li>• Clients and their family members</li> <li>• External partners</li> </ul>
GENERAL INFORMATION
<p>Better Place Australia is a for purpose organisation, providing services for all members of the community regardless of religion, age, gender, sexuality, lifestyle choice, cultural background or economic circumstances. We offer a workplace culture reflective of a vibrant, learning organisation where our people are highly engaged in their work and committed to making a difference. At BPA, we all have a shared responsibility for supporting a culture of inclusivity and diversity. Our organisation is committed to child safety, and we carry out police record, working with children and reference checks to ensure that we are recruiting the right people.</p>