

## Schizophrenia Fellowship of NSW

### Position Description

#### Quality/Policy Officer

**Reporting to:**

CEO  
Deputy CEO

**Supported by:**

CEO  
Deputy CEO

**Hours of work:**

Part time 60.8 hours (8 days) per fortnight.

**Tenure:**

2 Years

**Salary:**

Social and Community Services NAPSA Grade 4, Year dependant on experience and qualifications - enhanced by salary packaging

**Position Objectives:**

To assist the Schizophrenia Fellowship to further develop its continuous quality improvement processes to ensure future quality accreditation and:  
To support the Fellowship in its systemic advocacy role, providing research, submissions and responses to government policy direction.

**Responsibilities:**

This position will work with the senior staff to carry out continuous quality improvement activities across the organisation. All work will be carried out in collaboration with the Quality Committee.

The position will also work collaboratively with the Executive and the Board to provide responses to government policy directions

**Quality work includes:**

- Assisting senior management to develop and implement audit processes for their services
- Playing a lead proactive role in external accreditation on a three year cycle and maintaining the Quality Work Plan and reporting every 6 months to the accrediting body
- Taking a lead role in researching and developing policies as necessary

- Planning and oversight of the Quality Review process
- Collaboration with senior management to consult on and implement policies and procedures
- Maintaining communication with all staff on quality matters (monthly Quality Communiqué)
- Secretariat for the Quality Committee
- Maintaining up to date Quality Manual on the Staff Only section of the website
- Providing input into all quality processes across the organization and
- Other activities as directed by the DCEO or CEO

Policy work includes:

- Monitoring both state and federal government policy directions
- Identifying areas of potential or real interest to the Fellowship
- Provide research on current issues
- Liaise with the Fellowship's national body, the Mental Illness Fellowship, on policy matters where appropriate or requested
- Undertake research and consult stakeholders to inform Fellowship policy (in collaboration with senior managers)
- Developing relationships with a range of community organisations to assist with policy research and development
- Representing the Fellowship at internal and external forums to convey advice and information consistent with Fellowship policy
- Maintain documentation regarding the Fellowship's responses, recommendations and submissions to government and other agencies regarding policy
- Assist in the maintenance of the Fellowship's reference library
- Attend Executive, Senior Management or Board meetings as required

### **Background Information:**

The Schizophrenia Fellowship of NSW (the Fellowship) is a state mental illness charity and was established in 1985 to advocate for and provide better services for people with mental illness and their families. The Fellowship has grown from its volunteer beginnings to an organisation with over 200 staff and more than 400 volunteers, offices in various regions around the State and a range of services run from the State Office at Gladesville and other Sydney locations. The Fellowship plays a strong advocacy role trying to gain improved services for people with mental illness and their families, as well as providing education, anti-stigma campaigns and information, and delivering direct services to people with mental illness and their families. This means that the organisation is diverse and complex, with interconnecting activities across the State.

The Fellowship received 3 year accreditation against the Quality Improvement Council Standards in 2011 and has been working since then to implement its quality plan.

Quality systems are well embedded in the organisation with all staff having a strong commitment to quality improvement. The Fellowship Board and Senior Management are supportive of the allocation of resources and time to ensure quality processes across the organisation.

The CEO has primary responsibility for systemic advocacy for the Fellowship and is assisted by the senior staff in this work. The Board also plays an active role in systemic advocacy. This is a central plank of the Fellowship's strategic plan. The creation of a policy officer position will provide the CEO, and others, with support in researching current issues, drafting submissions

on government policy directions, attending consultative forums on mental health issues, providing briefing papers for the CEO or President, etc. This position provides an excellent opportunity to be involved in an exciting time in the development of government direction in regard to mental health.

### **Selection Criteria**

#### Essential:

- At least 2 years experience in Quality Improvement work including external quality reviews and at least the equivalent experience in researching and developing strategic organisational wide policy on multi issues
- Experience working with standards
- Experience in policy and systemic advocacy work
- Proven ability to research and prepare submissions and briefing papers
- Ability to prioritise work and manage competing demands
- Ability to work as part of a team
- Demonstrated excellent communication skills
- Demonstrated excellent policy writing skills

#### Desirable:

- Experience in the non-government sector
- Experience in consultation processes
- Knowledge of mental illness and relevant issues