

Quality and Practice Improvement Advisor



Further information is available at www.advocacy.org.nz

Reports to: Quality Lead

Date: June 2026

No of Direct Reports: Nil

Location: Christchurch

Position Summary

This role supports the continued delivery of a strong quality improvement culture across the service by providing practical advice, data analysis, coaching, supporting service and practice improvement initiatives, within a quality framework. Working closely with the Quality Lead, leaders, and frontline staff, the role helps develop and embed quality, building staff capability using continuous improvement methods, data and insight for organisational improvements and to identify opportunities for better outcomes for health and disability consumers.

Success is measured through the effective implementation of quality improvement approaches, the usefulness of data analysis and reporting, the level of staff engagement, capability growth, practice consistency, and evidence that improvement activity is leading to stronger practice, better systems, and improved outcomes for consumers.

Te Tiriti o Waitangi

The National Advocacy Trust recognises Te Tiriti o Waitangi as the founding document for Aotearoa and our obligations as an employer committed to being a Te Tiriti partner.

We are dedicated to upholding the principles of Te Tiriti o Waitangi, fostering genuine partnerships with Māori communities, and actively working towards equity and social justice for all. We recognise and respect tino rangatiratanga as leadership by tangata whenua and the right to exercise self-determination.

Through our intentions and actions, we respect the values of Manaakitanga, Whakawhanaungatanga, Equity, and Innovation. As part of our wider service commitment to Te Tiriti, you will continue to build your confidence and capability to contribute to the Trust's strategic intention and wider vision to be a treaty-responsive service. Through our intentions and actions, we respect the values of:

Manaakitanga - acknowledgment of mana of others and demonstrating mutual respect and care

Whakawhanaungatanga – collective wellbeing and relationships, connecting and relating to others

Equity - Harness data and evidence to inform strategic decisions and advocacy priorities

Innovation - Grow a skilled, resilient, and values-driven workforce



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Key Accountabilities

1. The development and maintenance of the Quality Assurance and Improvement Framework and quality systems

- Support the ongoing development, implementation and maintenance of our Quality Assurance and Improvement Framework, including the tools, processes, policies, procedures, standards, and practical guidance needed to embed continuous improvement across the organisation.
- Promote a shared understanding of quality improvement by providing coaching, support and training that builds staff confidence to use quality tools and fosters ownership of improvement initiatives and a culture of continuous improvement.

Measurable indicators

- The quality framework and supporting tools are maintained and kept fit for purpose.
- Staff receive practical support, coaching, or training that improves understanding and use of quality improvement methods.
- Improvement activity is increasingly understood, used, and supported across the organisation.

2. Provide analysis, reporting, and insight to support improvement

- Collect, evaluate, and synthesise data, information, and intelligence on the service and practice quality, to identify trends, strengths, risks, and opportunities for improvement.
- Provide reports and analysis on trends and patterns in practice and recommend future actions for improvement that help leaders and teams make informed decisions,
- monitor progress and evaluate the effectiveness and impact of improvement initiatives.

Measurable indicators

- Analysis and reporting are timely, accurate, and useful for decision-making.
- Emerging trends, improvement opportunities, and practice issues are identified and communicated clearly.
- Improvement initiatives are monitored and evaluated with evidence of learning and impact.

3. Provide advice and support organisational improvement

- Proactively identify opportunities to improve operational practice and delivery of services.
- Provide practical advice and recommendations that support quality practice to the Quality Lead and others on enhancements and ways to strengthen organisational systems, processes, service delivery, and practice.
- Help develop and implement relevant policies, procedures, and best practice standards.
- Identify barriers to progress and identify possible solutions.
- Enable and support the implementation of new ways of working across the service, ensuring that the tools the Trust uses are fit for purpose and reflect the needs of consumers and users

Measurable indicators



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- Recommendations are practical, evidence-informed, and support improvements to systems or service delivery.
- Teams are supported to work through issues in a structured and constructive way.
- Improvement opportunities are identified proactively and acted on appropriately.

4. Build capability, engagement, and collaborative relationships

- Build effective working relationships across the organisation and with external partners to support shared learning, co-design, and continuous improvement.
- Support shared understanding between frontline staff and leadership, and guide teams through structured problem-solving and change processes.

Measurable indicators

- Working relationships are positive, constructive, and support collaboration across teams.
- Staff and leaders are supported to build their capability in quality improvement and problem-solving.
- Facilitation and engagement contribute to progress on improvement priorities.

5. Support consumer outcomes, risk management, and culturally responsive practice

- Maintain a strong focus on improving outcomes for health and disability consumers, particularly those who are most vulnerable.
- Identify and raise organisational risks appropriately, contribute to safe and responsive practice, and demonstrate commitment to the Trust's Māori cultural framework and culturally responsive approaches for Māori, Pacific peoples, and other communities.

Measurable indicators

- Work contributes to improved quality of practice and stronger outcomes for consumers.
- Risks and concerns are identified early and escalated appropriately.
- Practice reflects commitment to culturally responsive and treaty-aligned ways of working.

6. Systems support

- Support the continued enhancement of the Trust's CRM database and ensure data integrity.
- Provide advice and recommendations on the continued improvement of our SharePoint, Intranet, Website, Microsoft Dynamics CRM/Dynamics 365 suite, Power BI and any other systems that will support our future performance and efficiencies.
- To generate ongoing efficiencies and ensure data integrity, experience with (or similar packages) application tools:- Microsoft Dynamics CRM/Dynamics 365 suite, Got Dibbs Toolbox and PrettifyMyWebAp, Power BI would be advantageous, but not essential.
- Opportunities for efficiencies and the use of IT to support these are scoped and proposals made.



Measurable indicators

- Enable the Trust to increase its digital presence and use of Third-Party tools to generate ongoing efficiencies.

Health and Safety

- Ensures own safety and the safety of others.
- Follows all Trust policies and safe work procedures, practices, and instructions.
- Immediately reports all work-related hazards, accidents, incidents, near misses, injuries, and illness as required.
- Ensures the work area is free of potential hazards.
- The Trust takes a proactive approach to meeting its obligations and providing a safe and inclusive work environment.

Personal Development

- Proactively seeks opportunities to enhance knowledge and capability through experiential and self-directed learning. If required, and in agreement with their team lead, attends relevant professional development courses and programmes.
- Supports ongoing professional growth, including maintaining contemporary knowledge of quality improvement, service delivery practice, and advocacy-related systems, as agreed with their manager.

General

- Contributes flexibly to shared team responsibilities and organisational priorities, as needed, to support responsive and continuous service delivery.

Knowledge and Skills Required

Essential

Personal attributes and values

- A commitment to professional integrity, curiosity, resilience, self-awareness, and agility.
- Ability to work independently, use sound judgement, and maintain professional boundaries.
- The ability to pivot at short notice to manage new, unplanned projects or activities.
- Commitment to culturally responsive practice and improving outcomes for health and disability consumers.
- A commitment to our organisational values.

Communication, relationships, and engagement

- Excellence in clear and effective written and verbal communication.



- Ability to influence, negotiate, and engage to build effective working relationships across teams and with partners and stakeholders so that co-design or improvement activity is successful.
- Strong facilitation, coaching, and communication skills, including the ability to tailor information to different audiences.

Quality improvement, analysis, and problem-solving

- Demonstrated understanding of and experience in quality frameworks, quality improvement methodologies, and continuous improvement practice.
- Experience generating, interpreting, and communicating information and analysis to improve service quality and practice.
- Strong analytical thinking, problem-solving, and report writing skills.
- Ability to analyse data, solve problems, and apply sound judgement.
- Strong project coordination or project management capability.
- Highly developed organisation and time management skills, including the ability to manage competing priorities and work effectively to meet deadlines.
- Competence in Microsoft Office and relevant organisational systems.

Preferred

- Knowledge of contemporary issues in social services, health, or disability service delivery.
- Experience working in small organisations or across geographically distributed teams.
- Knowledgeable and proficiency in MS Suite, Dynamics CRM Dynamics 365 suite, Got Dibbs Toolbox and prettifywebapp, Power BI.

Competencies

Quality Improvement Practice Understands and applies quality improvement principles, tools, and methods in a practical way that supports organisational learning and better service delivery.

Analysis and Insight Gathers, interprets, and communicates data and information clearly to identify trends, support decision-making, and inform improvement action.

Facilitation, Improvement, Delivery and Collaboration Works effectively with others, brings people together around shared goals, and supports constructive discussion, co-design, and problem-solving.

Ethical and Culturally Responsive Practice Acts with integrity, accountability, and professional judgement, and works in ways that reflect organisational values, Te Tiriti commitments, and respect for diverse communities.

Communication, Relationships, Influence and Capability Building Communicates clearly, adapts messages to the audience, and supports others to build confidence, understanding, and capability in quality improvement practice.

