

Position Description

Quality Officer

Reports to:	Quality Coordinator
Directorate/Department:	Client Services / Quality
Number of direct reports:	As per Organisational Structure
Employment Type:	Full-Time Fixed-Term Contract (12 months)
Salary/Award Classification:	Level 3 – Social, Community, Home Care and Disability Services Industry Award 2010 Community Living Australia has charitable status for Fringe Benefits Tax purposes and is therefore able to offer taxation benefits through salary sacrifice



Position Purpose

The Quality Officer undertakes administrative and organisational tasks to support maintenance and tracking of registers, along with accurate reporting of information and organisation of activities and meetings. The role will provide general administration associated with Quality & Safeguarding requirements, and organisational policies and procedures.

The position will support the Quality Coordinator to administer, promote and increase knowledge and compliance with Quality & Safeguarding legislation.

Principal Duties

- Review incoming enquiries and reports concerning policies, procedures and Quality & Safeguarding matters
- Maintain relevant registers and associated data in accordance with relevant frameworks
- Provide assistance to the Quality Coordinator with production of reports

- Assist with relevant organisational Meetings and trainings, providing administrative support including meeting coordination, document production, minute taking and distribution as required
- Assist with regular audit routines on key areas of focus in a timely manner
- Undertake projects as directed by the Quality Coordinator
- Apply WHS legislation and create and manage a safe work environment
- Demonstrate behaviours that support organisational values and a positive workplace culture
- Work collaboratively with peers and colleagues, across the organisation, to achieve organisational objectives

The responsibilities as specified above may be altered in accordance with the changing requirements of the position.

Core Competency/Capability

(NDS CSS 3)

These six core competencies are the capabilities that need to be demonstrated in order for the incumbent to be functional in their role and links to the NDS competency framework

Sector & organisation purpose & values

- Working knowledge of a human rights based approach to supporting a person with disability and the services provided, the individual and community context, and sector and organisation purpose and values. Applies the approach and values in own work.

Leadership & teamwork

- Works collaboratively with team members. Organises own workload. Checks own work and work of others, providing guidance to less experienced staff. Shares knowledge and information with team members. Able to work with minimal supervision, knowing when to escalate issues.

Communication

- Deals with non-routine enquiries. Uses effective listening skills and seeks, provides and/or shares information with people appropriately. Can adapt communication style to meet people's needs. Able to resolve conflict with assistance. Has a network of internal and external contacts relevant to the role. Deals with practical issues presenting and enlists a more experienced person as needed.

Customer relations

- Assists customers to address their needs and expectations. Has practical knowledge of supports and services available. Is flexible and suggests alternative service solutions, provides information or makes necessary referrals. Demonstrates confidentiality and awareness of diversity in relation to sensitive issues. Assists with building and maintaining positive relationships with stakeholders.

Personal accountability

- Adheres to organisation policies & procedures and all relevant government legislation and relevant standards. Follows detailed and precise work procedures. Evaluates own work to ensure quality and safety standards are met. In own work area makes agreed changes. Adopts a professional approach to own personal accountability. Maintains organisation's image and reputation.

Innovation

- Undertakes tasks using a resourceful and creative approach. Suggests changes to improve quality in own work and makes agreed changes. Able to address and mitigate risk in own work. Assists with review and/or development, implementation and improvement of specific work practices and procedures.

Skills & Experience

To perform this role successfully the incumbent must be able to satisfactorily demonstrate the following key qualifications, experience and skills

Academic or Professional Qualifications

- Minimum Certificate III Business Administration or equivalent and/or
- 5+ years relevant experience in a business/compliance related role

Skills & Delivered Performance

- Strong written and verbal communication skills, including the ability to maintain confidentiality
- Ability to engage with a wide range of people from different backgrounds including working with external stakeholders
- Ability to work autonomously as well as part of a team
- Ability to prioritise multiple tasks and complete work accurately and on time
- High attention to detail
- Demonstrated computer literacy including Microsoft Word, Excel, Outlook and database skills
- Affinity with nonprofit organisations and respect for their philosophy and values
- Demonstrated commitment to continual professional and personal development

Special Requirements (Essential)

- Have and maintain a current Australian Class 1 Drivers Licence for duration of employment
- Obtain and maintain a DHS Disability Services Employment Screening
- Participate in the supervision and performance appraisal processes to establish performance objectives and KPI's ongoing
- Travel to service regions, sites and locations
- Attend meetings, training and professional development as required
- Private use of vehicle – adhering to the conditions and requirements of the Motor Vehicles (Use of Private Vehicle) Operating Procedure
- Work across multiple worksites and/or relocate to other worksites (within reason) as required

Authority to Act

This position operates within

- Policies and procedures, guidelines and codes of conduct
- The defined limits of delegated authority
- The confines of budgeted restraints, relevant legislation, regulations and by-laws
- Financial Delegations Matrix

NDIS Code of Conduct

There are 7 minimum standards Community Living Australia and their workers must meet:

- Act with respect for individual rights to freedom of expression, self-determination and decision-making in accordance with applicable laws and conventions
- Respect the privacy of people with disability
- Provide support and services in a safe and competent manner, with care and skill
- Act with integrity, honesty and transparency
- Promptly take steps to raise and act on concerns about matters that may impact the quality and safety of supports and services provided to people with disability
- Take all reasonable steps to prevent and respond to all forms of violence against, and exploitation, neglect and abuse of, people with disability
- Take all reasonable steps to prevent and respond to sexual misconduct

Accepted and Approved

Employee			
Name:			
Signature:		Date:	

Quality Coordinator			
Name:			
Signature:		Date:	