

Position Description

Position Details

Position:	Coordinator – Quality Assurance		
Award:	Social, Community, Home Care and Disability Services industry Award 2010		
Fixed/Continuing:	Ongoing	Probation period:	6 Months
Level:	6.1	Work Base:	Mount Barker
Reports To:	Senior Coordinator – Corporate Services	Direct Reports:	1
Context:	<p>HCO Disability and Community Services is committed to ensuring that the Values of the association are upheld through the provision of a professional, client centred service by:</p> <ul style="list-style-type: none"> • Valuing the uniqueness of the individual • Promotion of community inclusion • Promotion of social equality, encompassing the following principles • Provision of a continuous learning environment for all 		
Position Objectives:	To provide support to the CEO that ensures systems are established and maintained that enable HCO's Board to effectively execute its governance responsibilities and that the organisation meets its contractual, legislative and regulatory compliance regulations..		
Key Responsibilities:	<ul style="list-style-type: none"> • Maintaining various registers • Identifying, Leading and Monitoring continuous improvement activities • Any other duties commensurate with your level and skill set 		
Key Working Relationships:	<p>Internal:</p> <ul style="list-style-type: none"> • CEO • Executive Committee • Coordinators • Team Leaders • Support Staff <p>External:</p> <ul style="list-style-type: none"> • HCO Board Members 		
Special Conditions:	Successful DCSI screening and background checks		

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Responsibility

Assist in the development and review of appropriate processes, procedures and policy documentation and frameworks to meet the applicable quality standards and compliance requirements relevant to the service delivered.

- Appropriate processes and procedures are in place that meet quality and compliance requirements;
- Such processes and procedures are implemented and embedded into standard practice across the organisation;
- Audits of compliance with processes and procedures are conducted regularly with a high degree of compliance demonstrated;
- The organisation improves quality continually and Continuous Improvement Plans are embedded in day-to-day practice, achieved and regularly updated;
- Training and skill development activities for staff relating to the quality frameworks are planned and coordinated;
- Quality is managed effectively across the organisation;
- External quality audits are well coordinated and successful;
- Customer feedback is monitored and responded to appropriately and corrective actions are implemented;

Assist in the monitoring of the Risk and Compliance Management Frameworks ensuring that we identify and meet our obligations under relevant contracts, legislation and standards.

- All risks are identified, controls are effective and management actions to further mitigate risk are articulated and achieved;
- All appropriate compliance requirements are identified, met and monitored for changes;
- The compliance and risk registers are up to date and reported regularly to the appropriate people;

Grant writing

- Coordinate all responses for HCO's internal and external audit obligations

Assist in the management and implementation of the Incident Management System

- The incident register is comprehensive, up-to-date and regularly reported to the appropriate people
- All staff are appropriately trained and skilled in managing incidents;

Assist in the development, implementation and monitoring of the Governance Framework and its associated policy documents.

- Effective systems are in place and consistently utilised to ensure optimal care/support and customer service outcomes are achieved;
- Practical Governance systems and procedures are developed and embedded to ensure that compliance with practical governance requirements is embedded in day-to-day practice across the organisation;

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Core Capabilities

Communication:	<ul style="list-style-type: none">• High level of communication skills written and verbal• Keep accurate and complete records in accordance with HCO's policies and procedures• Communicate in a manner that is consistent with HCO values
Service Improvement:	<ul style="list-style-type: none">• Provide ideas for improvement and constructive input into change initiatives• Regularly review own work practices to identify areas for improvement• Take personal responsibility to resolve enquiries, requests or complaints specific to the role in accordance with HCO's policies and procedures
Flexibility and Adaptability:	<ul style="list-style-type: none">• Adapt positively to changes in the environment and work demands• Demonstrate flexibility in thinking.• Show flexibility in coping with multiple and changing priorities
Team Working:	<ul style="list-style-type: none">• Develop and maintain productive relationships with peers, and organisational teams• Attend and actively participate in team meetings, sharing ideas and contributing to discussions• Recognise the differing contributions of others in the team
Work Health & Safety:	<ul style="list-style-type: none">• Comply with legislation and HCO's WHS policies, procedures and practices to maintain the health and safety of yourself and others• Participate in WHS related training, safety briefings and updates as required• Actively take responsibility for a safe working environment, reporting all incidences, near misses or any unsafe working practices
Financial:	<ul style="list-style-type: none">• Adhere to all financial processes and policies

Key Outcomes

Requirements:	<ul style="list-style-type: none">• Maintaining positive relationships with key stakeholders
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Selection Criteria

Essential:

Experience:

- Previous experience in developing and implementing all aspects of a management system
- Excellent communication, including a high level of interpersonal skills that demonstrate respect, integrity and honesty
- Results focus demonstrating excellent time management and organisational skills
- Demonstrated administrative experience, including well developed proficiency with Microsoft Office Suite.

Knowledge:

- Certificate qualification with relevant experience, or equivalent business human services
- Working knowledge of statutory, regulatory, legal and legislative requirements relevant to the workplace
- Understanding of business strategy
- Understanding of Risk, Compliance Quality and audit

Desirable:

Qualifications:

- Tertiary degree in relevant discipline
- Qualification in project management

Experience:

- Experience in the community services, disability or aged care sector
- Working in a not for profit or service orientated environment

Approval

Name:

Sue Horsnell

Position:

CEO

Approval Date:

28th November 2018

Approval Review Date:

28th November 2020