

## Position Description

### Senior Quality and Compliance Coordinator

<b>Branch</b>	Organisational Excellence
<b>Award</b>	Social, Community, Home Care and Disability Services Award (SCHCADS) – Grade 6
<b>Reports to</b>	Senior Manager, Quality and Compliance
<b>Supervisory responsibilities</b>	Nil
<b>Budget Management</b>	Nil
<b>Probationary period</b>	6 months from date of appointment
<b>Position description created</b>	October 2020
<b>Approved by</b>	Senior Manager – People and Culture
<b>Review date</b>	October 2021

## Our Values

**Integrity** Acting fairly, honestly, openly and consistently.

**Inclusion** Valuing diversity, connection, belonging and social justice for all.

**Learning** Improving our knowledge and understanding.

In all our connections with staff, stakeholders and participants we acknowledge and recognise resilience, and we focus on potential and capacities, not on limitations or shortcomings.

## Position Purpose

The Organisational Excellence Branch leads the organisational performance, practice excellence (including learning and development), customer experience, quality and compliance, and relationship and contract management functions to support the achievement of organisational strategic priorities, supporting service delivery excellence underpinned by a culture of collaboration and practice excellence.

The Organisational Excellence Branch has a core focus on relationship management as the first point of participant contact, organisational administration and management of alliances and subcontractors.

The Senior Quality and Compliance Coordinator supports the delivery and development of the comprehensive suite of quality and compliance services including operational quality and compliance activities, and quality, compliance and accreditation systems and processes, ensuring high quality service provision and improving organisational efficiency and outcomes.

## Key Accountabilities

- Support the team's implementation of quality, risk and compliance management systems and processes to ensure regulatory and accreditation requirements are met and that services are routinely evaluated
- Oversee and support staff in use of organisational governance, compliance and risk systems
- Assist develop and support the policies and procedures that support the quality, risk and compliance system, ensuring they are current and respond to changes in legislation and other requirements
- Support team with collecting and coordinating internal compliance, risk and quality data including gathering of documentary evidence in preparation for internal and external audits and reviews
- Manage and coordinate performance and activity data, including analysis, interpretation and reporting of data and trends (risks, hazards, incidents etc.)
- Design and embed organisational-wide reporting practices to meet both internal and external reporting requirements that promotes participant safety
- Oversee the internal audit schedule in line with relevant quality frameworks and standards
- Support resolution of compliance issues in collaboration with Senior Manager including mandatory reporting and management of Information and Privacy requests
- Support and/or facilitate investigations and assist in identifying appropriate corrective and preventative actions
- Promote a culture that champions quality improvement philosophy and practices aligned with organisational values and strategic and operational plans and objectives

## Key challenges

*Challenges regularly encountered in the position which describe the complexities the position is expected to manage*

- Implementation of the quality, risk and compliance functions while managing competing priorities that support organisational goals and objectives, within a demanding and complex service delivery environment
- Collaborating with stakeholders to develop and implement a consistent and standardised approach to quality, risk, compliance and reporting functions across the organisation
- Building organisational capability in quality, risk and compliance whilst maintaining a focus on continual improvement and service excellence
- Supporting staff effectively, and in a timely manner, with their capability development in response to changes across the sector and/or legislative requirements

## Key relationships

*The key stakeholders and customers the position is expected to interact with routinely*

Who	Why
Internal	
Manager	<ul style="list-style-type: none"> <li>Identify emerging issues / risks and their implications and propose solutions.</li> <li>Escalate issues, make suggestions and provide updates. Report on performance against agreed measures</li> </ul>
Team	<ul style="list-style-type: none"> <li>Contribute to the team's achievement of its key performance indicators</li> </ul>
Organisation	<ul style="list-style-type: none"> <li>Promote a culture that champions quality improvement, risk management, reporting and compliance</li> <li>Seek and respond to feedback and suggestions for improvement in quality, risk and compliance management processes</li> <li>Support capability development related to the quality, risk and compliance framework</li> </ul>
External	
Funding agencies, delivery partners, community and government	<ul style="list-style-type: none"> <li>Facilitate relationships to support the delivery of programs and services to meet current and evolving need</li> <li>Facilitate collaborative networks and relationships to share ideas and learnings, maintain currency of issues and leverage intelligence.</li> </ul>

## Capabilities

Capabilities are the knowledge, skills and abilities required by Social Futures employees to perform their roles efficiently and effectively

Below is the full list of capabilities, and the level required, from the Social Futures Capability Framework. The capabilities in bold are the focus capabilities for this position. Refer to the next section for further information about the focus capabilities

Capability Group	Capability Name	Level
Personal Attributes	Display Resilience and Courage	Adept
	<b>Act with Integrity</b>	<b>Adept</b>
	Manage Self	Intermediate
	Value Diversity	Adept
Relationships	<b>Communicate Effectively</b>	<b>Adept</b>
	Commit to Customer Service	Adept
	<b>Work Collaboratively</b>	<b>Adept</b>
	Influence and Negotiate	Adept
Deliver Results	Deliver Results	Intermediate
	<b>Plan and Prioritise</b>	<b>Adept</b>
	<b>Think and Solve Problems</b>	<b>Adept</b>
	Demonstrate Accountability	Adept
Business Enablers	Finance	Intermediate
	Technology	Intermediate
	Procurement and Contract Management	Adept
	<b>Project Management</b>	<b>Adept</b>

## Focus capabilities

Capabilities which position incumbents must demonstrate immediate competence. Behavioural indicators should be reviewed in conjunction with the position's key accountabilities.

Group	Level	Behavioural Indicator
Personal Attributes  Act with Integrity	Adept	<ul style="list-style-type: none"> <li>• Represent the organisation in an honest, ethical and professional way and encourage others to do so</li> <li>• Demonstrate professionalism to support a culture of integrity within the team/unit</li> <li>• Set an example for others to follow and identify and explain ethical issues</li> <li>• Ensure that others understand the legislation and policy framework within which they operate</li> <li>• Act to prevent and report misconduct, illegal and inappropriate behaviour</li> </ul>
Relationships	Adept	<ul style="list-style-type: none"> <li>• Tailor communication to the audience</li> </ul>

Group	Level	Behavioural Indicator
Communicate Effectively		<ul style="list-style-type: none"> <li>Clearly explain complex concepts and arguments to individuals and groups</li> <li>Monitor own and others' non-verbal cues and adapt where necessary</li> <li>Create opportunities for others to be heard</li> <li>Actively listen to others and clarify own understanding</li> <li>Write fluently in a range of styles and formats</li> </ul>
<b>Relationships</b> Work Collaboratively	Adept	<ul style="list-style-type: none"> <li>Encourage a culture of recognising the value of collaboration</li> <li>Build co-operation and overcome barriers to information sharing and communication across teams/units</li> <li>Share lessons learned across teams/units</li> <li>Identify opportunities to work collaboratively with other teams/units to solve issues and develop better processes and approaches to work</li> </ul>
<b>Deliver Results</b> Plan and Prioritise	Adept	<ul style="list-style-type: none"> <li>Take into account future aims and goals of the team/unit and organisation when prioritising own and others' work</li> <li>Initiate, prioritise, consult on and develop team/unit goals, strategies and plans</li> <li>Anticipate and assess the impact of changes, such as sector policy/economic conditions, on team/unit objectives and initiate appropriate responses</li> <li>Ensure current work plans and activities support and are consistent with organisational change initiatives</li> <li>Evaluate achievements and adjust future plans accordingly</li> </ul>
<b>Deliver Results</b> Think and Solve Problems	Adept	<ul style="list-style-type: none"> <li>Research and analyse information, identify interrelationships and make recommendations based on relevant evidence</li> <li>Anticipate, identify and address issues and potential problems and select the most effective solutions from a range of options</li> <li>Participate in and contribute to team/unit initiatives to resolve common issues or barriers to effectiveness</li> <li>Identify and share business process improvements to enhance effectiveness</li> </ul>
<b>Business Enablers</b> Project Management	Adept	<ul style="list-style-type: none"> <li>Prepare clear project proposals and define scope and goals in measurable terms</li> <li>Establish performance outcomes and measures for key project goals, and define monitoring, reporting and communication requirements</li> <li>Prepare accurate estimates of costs and resources required for more complex projects</li> <li>Communicate the project strategy and its expected benefits to others</li> <li>Monitor the completion of project milestones against goals and initiate amendments where necessary</li> <li>Evaluate progress and identify improvements to inform future projects</li> </ul>

## Selection Criteria

*Comprises Essential Requirements and Knowledge, Skills and Abilities derived from the focus capabilities*

- Tertiary qualification and / or extensive experience relevant to quality, risk and accreditation in the social services sector
- Demonstrated ability to implement, evaluate and improve quality, risk and compliance management systems and processes
- Demonstrated ability to maintain compliance, quality, risk and project management systems and frameworks and monitor/report on these
- Well-developed understanding of accreditation and quality standard compliance and third-party assessment processes
- Highly developed consultation, stakeholder engagement, negotiation and liaison skills that ensures cooperation, accountability and continuous improvement in a whole of organisation approach
- Demonstrated knowledge of applicable regulatory and reporting requirements
- Demonstrated experience with the management of personal information, release of information processes and reporting systems

*All positions will require current National Police and Working with Children Checks as a condition of employment.*

## Inherent Requirements

*Physical and psychological work environment characteristics that are inherent requirements of the position*

Element	Key Activity	Frequency
<b>Work Environment</b>	Manage demanding and changing workloads and competing priorities	Daily
	Work in a team environment	Daily
	Work in different geographic locations	Occasional
	Be exposed to all outdoor weather conditions	Rare
	Work office hours with the possibility of extended hours	Occasional
	Work in an open plan office	Frequently
	Work in buildings which may have multiple stories	Daily
	Reasonably high levels of mobile phone use	Daily
	Sit at a computer or in meetings for extended periods	Daily
<b>People Contact</b>	Liaise with our team members	Frequently
	Liaise with government, non-government, businesses, and other community organisations	Daily
	Liaise with clients/customers	Frequently
<b>Administrative Tasks</b>	Undertake administrative tasks, which include computer work, data entry, participating in meetings and sitting and concentrating for long periods of time	Daily
	Use technology including photocopier, mobiles, projectors, video conferencing, electronic whiteboards	Frequently
<b>Transport</b>	Drive vehicles possibly over long distances and in all traffic and weather conditions	Occasional
	Use public transport including trains, buses, air travel and taxis	Occasional

Where possible Social Futures will make reasonable adjustments to enable individuals with disabilities to perform the inherent requirements of their position.

## Position Evaluation

*For People and Culture Team Use Only. All Social Futures positions are evaluated using a Position Evaluation System to determine position classification and salary.*

Element		
1	Planning of operations, projects, services or activities typically required of the position	Level D - Planning is necessary to coordinate activities and resources affecting the work area or other positions over the next month
2	Freedom of the position to act (autonomy)	Level D – Decisions are made by choosing the appropriate process or direction from policy, practices, precedent or legislation Unusual or complex problems are mostly referred to the next level of management
3	Methods of analysis commonly used to solve problems and the level of innovation and creative thinking in the job	Level E – Problems are not easily defined and require the application of analytical reasoning and broad theoretical knowledge to determine the appropriate solution
4	The level of verbal communication skills required of the position	Level C - Respond to complex enquiries that require detailed and careful explanation
5	The level of written communication skills required of the position	Level D – Write correspondence and standard reports and submissions that require original content, wording, sentence and paragraph construction
6	Risk Consequence	Level D – Major
7	Minimum level of practical experience required of the position in addition to required qualifications	Level C – 2 years up to 3 years
8	Leadership and work coordination skills required of the position	Level D – Leadership and organisational skills are required to supervise and control a major work area or a significant program or projects The position is responsible for team building and development and for the achievement of goals and objectives
9	Number of employees for whom the position is accountable	Level A – The position is not accountable for employees
10	Annual value and complexity of expenditure and accountability for budget implications required of the position	Level A1