

## POSITION DESCRIPTION



<b>Position Title:</b>	Quality & Risk Officer
<b>Location:</b>	Quantum Support Service - Morwell Office; with expected bi-monthly travel to all other sites – Bairnsdale, Sale and Warragul
<b>Reports To:</b>	Manager Quality & Risk
<b>Hours of Duty:</b>	As per the Employment Agreement
<b>Salary Classification:</b>	SCHADS Award Level 6
<b>PD number:</b>	CPQ151

### About Quantum

Quantum Support Services has been operating in the Gippsland region since 1987. During this time, the organisation has built a strong reputation in achieving outcomes for the local community. We are a not-for-profit support service, which means that all funds are used to support the community. We offer services to clients at our five sites (Bairnsdale, Sale, Morwell, Warragul and the East Bairnsdale Community Hub) and outreach to clients living across Gippsland. The range of services we provide include:

- Homelessness including youth crisis accommodation
- Tenancy advocacy and support
- Connecting people with the community such as assisting people experiencing vulnerability with health services and other support providers
- Family violence support for women and children
- Youth programs
- Out of Home Care including Foster Care

Quantum believes the celebration of diversity makes us and the community stronger. We are committed to embracing everyone's individual differences so that we can help create a strong workplace and community that is empowered to reach its potential. We celebrate diversity of gender, sexuality and spiritual or religious belief along with all cultural backgrounds including Aboriginal and Torres Strait Islander people. Quantum recognises that we all have diverse life experiences that may be influenced by age, ability, social and financial status. Quantum supports everyone's right to feel respected, safe, welcome and valued.

In undertaking this role with Quantum, you are expected fulfil the obligations set out in this document and any other reasonable direction given to you by your Line Manager. Most importantly, the way in which you undertake your work and your behaviour towards you colleagues, clients and the wider community must align to the values set out below.

<b>Vision:</b>	Our Vision is to enrich the wellbeing of Gippslanders
<b>Values:</b>	Respect, Integrity, Empowerment
<b>Our Core Values:</b>	<ul style="list-style-type: none"><li>• we are inclusive</li><li>• we are accountable</li><li>• we strive for sustainable outcomes</li><li>• we are proactive</li><li>• we show care</li><li>• we are agile and adaptive</li></ul>

<p><b>Our Goals</b></p>	<ul style="list-style-type: none"> <li>• Provide the right services and programs in the right places.</li> <li>• Increase access to early intervention and prevention services.</li> <li>• Attract, engage and invest in our people.</li> <li>• Build the profile of Quantum.</li> <li>• Achieve a sustainable business model</li> </ul>
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<p><b>Primary Position Objective</b></p>	
	<ul style="list-style-type: none"> <li>• Provide expertise in the identification and implementation of continuous quality improvement strategies and in the promotion of a culture of continuous quality improvement;</li> <li>• Develop the systems and frameworks that enables monitoring, reviewing and reporting Quantum's on-going triannual formal accreditation against external standards;</li> <li>• Provide strategic and operational documentations to Quantum's Leadership Group on Quantum's response to the management of risk;</li> <li>• Ensure Quantum identifies and fulfils its legislative and contractual obligations;</li> <li>• Provide high-level information and advice to the Chief Executive, Executive, Leadership Group and Board in supporting the analyses of Quantum's performance.</li> </ul>

<p><b>Duties and Responsibilities</b></p>	
<p><b>Organisational-wide Quality System</b></p>	<ul style="list-style-type: none"> <li>• Work with key staff to develop a quality system that is embedded into every day practice including a Staff Induction Program that explains quality and risk; and engaged consumers as partners at multiple levels;</li> <li>• Work with Facilities, Technology and Administration Coordinator to develop site (Bairnsdale, Sale, Morwell, Warragul) work plans to ensure required OHS and DHS standards are being met;</li> <li>• Attend the Information Technology Working Group as required to provide advice on software to enhance Quantum's operations.</li> </ul>
<p><b>Quality Improvement and Accreditation</b></p>	<ul style="list-style-type: none"> <li>• Establish Quality and Risk Working Group with key org-wide staff to monitor the development and implementation of an Org-wide Quality System;</li> <li>• Coordinate external accreditation review processes including liaising with Quality, Improvement Performance (QIP) and submitting required documentation in a timely manner;</li> <li>• Work with key staff to monitor, review and implement strategies identified in Quantum Quality Work Plan; and provide bi-monthly progress reports;</li> <li>• Undertake specific quality improvement projects identified within the Quality Work Plan or as required in responding to emerging quality improvement opportunities;</li> <li>• Provide advice and clarification as required to Quantum staff, management and Board in relation to specific requirements in meeting external standards;</li> <li>• Apply change management theories to quality improvement related to service delivery reviews.</li> </ul>
<p><b>Risk Management</b></p>	<ul style="list-style-type: none"> <li>• Apply and embed the Risk Management principles and guidelines ISO31000/2018 in Quantum's Risk Management Framework; and policy and procedures;</li> <li>• Conduct an annual risk assessment consultation process with Quantum staff, management and Board and update the Risk Register;</li> <li>• Facilitate the implementation of the annual Quantum Risk Treatment Plan; and provide progress reports to all key stakeholders within Quantum.</li> </ul>
<p><b>Legislative &amp; Contractual Compliance</b></p>	<ul style="list-style-type: none"> <li>• Identify and develop responses to changes in Quantum's legislative obligations including maintaining and updating the Legal and Legislative Compliance Registers. Informing all staff, including the Board Quality and Risk Committee Members.</li> <li>• Maintain compliance monitoring registers that support Quantum's on-going compliance requirements with funding bodies, contractual agreements and regulatory bodies.</li> </ul>

	<ul style="list-style-type: none"> <li>• Work with Manager and staff in the Homelessness Support Services to ensure the Australian Aged Care Quality accreditation is met; including undertaking the Home Care self-assessment Tool;</li> <li>• Work with Quantum Executive to ensure DHHS Desk top Audit is compliant</li> </ul>
<b>Planning &amp; Performance Monitoring</b>	<ul style="list-style-type: none"> <li>• Monitor and report on the progress in implementing the Quality Work Plan, Risk Treatment Plan, and other Tools as required;</li> <li>• Ensure client file audits are undertaken on a quarterly basis using the DHHS Client File Audit Tool, and maintain the auditing schedule; including completing Client File Audit progress Reports to monitor improved audit outcomes;</li> <li>• Work with strategic planning officer and key staff to embed quality systems in service delivery models in order to maintain continuous quality and risk management processes that meet accreditation standards;</li> <li>• Work with key Quantum staff to ensure the Service Effectiveness Monitoring Framework KPIs are met; including the preparation of reports on performance in key areas of Quantum's operations; and identify recommendations for improvement (e.g. Client Incident Reports, Client File Audit, HR KPIs; Quarterly Reporting);</li> <li>• Support the Manager Quality &amp; Risk and the Chief Executive in tracking the progress of Quality and Risk by developing comprehensive reports for Board sub Quality and Risk Committee.</li> <li>• Policy and Procedure Review and Development;</li> <li>• Work with key staff to monitor and review the implementation of the policy review cycle;</li> <li>• Undertake the review of specific policies and make recommendations to the Executive Management Team for amendments as required;</li> <li>• Develop and implement new policies where gaps in processes have been identified.</li> </ul>
<b>Meetings and Committees</b>	<ul style="list-style-type: none"> <li>• Participate in and support the ongoing operation of the Quality &amp; Risk Working Group.</li> <li>• Participate in and support the ongoing operation of the Board Quality &amp; Risk Committee.</li> <li>• Participate in Innovation and Community Strengthening Team planning days, meetings and community events.</li> <li>• Participate in OHS and EO Committees; and other working groups as required.</li> </ul>
<b>Agency Participation</b>	<ul style="list-style-type: none"> <li>• Participate in regular supervision, review and individual planning, including the identification of training needs, provided by the Line Manager.</li> <li>• Participate and operate effectively within a team environment and attend and contribute to team meetings and Agency staff meetings.</li> <li>• Commitment to continuous improvement including involvement in the ongoing evaluation and monitoring of both the program's and the agency's service delivery and contribute to future planning.</li> <li>• Contribute to Quantum's policy processes in response to local, State and Commonwealth Government policy changes and reviews.</li> <li>• Maintain requirements for the release of information between services and keep accurate records as required by the Information Privacy Act and other acts relating to information sharing. Maintain requirements in line with Legislation relating to information sharing for the FVISS &amp; CISS as related to the MARAM framework.</li> </ul>
<b>Administration</b>	<ul style="list-style-type: none"> <li>• Complete, in an accurate and timely manner, all necessary administrative tasks, including correlation of relevant forms, assessments and evaluations of participants</li> <li>• Maintaining accurate records.</li> <li>• Maintain case files for all program participants.</li> <li>• Reporting on a weekly, monthly basis or as requested.</li> </ul>
<b>General</b>	<ul style="list-style-type: none"> <li>• Perform other duties relevant to Quantum Support Services' daily operations as directed by the Supervisor and Quantum Support Services Line Management.</li> </ul>

	<ul style="list-style-type: none"> <li>• Work with minimal direction and supervision; demonstrate proficiency in literacy, computer skills and time management; and present emotional intelligence, good communication and interpersonal skills.</li> </ul>
<b>Health and Safety</b>	<ul style="list-style-type: none"> <li>• Promote a safe workplace for colleagues and clients in accordance with OH&amp;S legislation and Equal Opportunity Practices in accordance with Quantum policies and procedures.</li> <li>• Give consideration to and recommend reasonable wellbeing initiatives that could benefit Quantum Staff.</li> </ul>

<b>Key Selection Criteria</b>	
	<p><b><u>Service Delivery</u></b></p> <ol style="list-style-type: none"> <li>1. Demonstrated ability to provide leadership in implementing quality and/or risk management systems.</li> <li>2. Highly developed understanding of quality and risk management principles and frameworks; including a familiarity with the latest DHHS Community Services Quality Governance Framework.</li> <li>3. Knowledge of the regulatory environment in the delivery of community services including the requirements for maintaining Accreditation such as DHHS Standards and QIC Accreditation.</li> <li>4. Demonstrated project management skills including evidence of collaboration on a particular project.</li> <li>5. Demonstrated experience in change management related to quality improvement.</li> <li>6. Experience in, or ability to, develop and review policy and procedure.</li> <li>7. Demonstrated experience in report writing and the ability to critically analyse data/information.</li> <li>8. Demonstrated experience in information storage software systems; and advanced training, skills and knowledge in Excel.</li> <li>9. Ability to develop work plans, manage time and priorities, including the ability to manage competing workload priorities and to work to deadlines.</li> <li>10. Ability to coordinate consultation processes, including facilitate workshops, and educative sessions.</li> <li>11. Ability and willingness to apply the values of Quantum.</li> </ol> <p><b><u>Other relevant skills, knowledge and experience</u></b></p> <ol style="list-style-type: none"> <li>1. Demonstrate a commitment and adherence to Quantum values, vision, code of conduct and policies and procedures.</li> <li>2. A highly motivated and 'self-starting' person with an ability to work with limited direction to achieve key performance indicators and objectives outlined in the Quality Workplan and strategic directions.</li> </ol>
<b>Mandatory Qualifications</b>	
	<ul style="list-style-type: none"> <li>• Appropriate tertiary qualifications and/or experience relevant to this position.</li> <li>• Completed application must include a detailed Cover Letter (aligning your response to the Key Selection Criteria) and a current resume that contains or has attached, the name, address and telephone numbers of three referees.</li> </ul>

<b>Conditions of Employment</b>	
<b>Required</b>	<ul style="list-style-type: none"> <li>• Provision of valid Working with Children Check (full not voluntary)</li> <li>• Provision of satisfactory Current National Police Records Check prior to commencing employment and every 3 years thereafter.</li> <li>• Compliance with Quantum's Child Safe Standards</li> <li>• Entitlement to work within Australia</li> <li>• 6 months probationary period</li> </ul>

	<ul style="list-style-type: none"> <li>• The successful applicant must hold a valid Victorian Driver's Licence that is not at risk of cancellation.</li> <li>• The successful applicant must confirm their acceptance of the Offer of Employment from Quantum Support Services Inc. via the People Learning &amp; Culture Portal.</li> <li>• The successful applicant is required to comply with the policies of Quantum Support Services Inc.</li> <li>• This position is subject to an annual Review.</li> </ul>
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Version 4. 3/6/2021

<b>Document Tracking</b>	<b>Version</b>	<b>Issue date</b>	<b>Review Date</b>
Created	1.	11 <sup>th</sup> July 2019	10 <sup>th</sup> July 2022
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