

Quality and Projects Officer – Disability Services

Division	Disability Services
Job Title	Quality and Projects Officer
Status	Part time (0.6), 12 month contract
Location	OzChild Mornington
Immediate Manager	Manager, Disability Services

Purpose of position:

To ensure appropriate supports are in place for OzChild to comply with Quality Assurance requirements associated with service delivery in the Disability Program and assist in implementing continuous quality improvement initiatives.

This position and its responsibilities align with OzChild's current Strategic Plan, namely Goal 3: *Achieve credibility through the delivery of quality services which promote the healthy development of children in Australia.*

The following Key Functions have been identified:

- Assist in implementing relevant tasks associated with the development and continual improvement of quality processes across Disability Services, such as the development and ongoing review of program manuals, procedures, process maps and Quality Action plans.
- Assist in developing and delivering training to staff/carers/volunteers with regard to Quality-related program changes/updates in processes or practice.
- To take an active role in utilising the intranet (SharePoint) to upload and maintain relevant documents, process maps and manuals.
- To assist with evidence-gathering for the purposes of internal and external reviews/audits of Disability Services programs and to take an active role in internal and external audit processes and program file audits.
- Undertake relevant quality projects as required, in consultation with the Quality Coordinator and Disability Services Managers/Team Leaders/General Manager.

- To take a leading role in the coordination of the Practice Guidelines Group, Disability Services Continuous Improvement Committee and other Working parties as required.
- Allocate appropriate time, location and priorities in order to achieve role and program Quality objectives in discussion with the Quality Coordinator and the Disability Services manager.

Key responsibilities

The following areas cover the key responsibilities of the Quality and Projects Officer:

Quality Management

- Assist in meeting the OzChild Strategic Goals (as set out in the OzChild Strategic Plan) in particular Strategic Goal 3 (*Delivery of Quality services*) through relevant implementation plans across Southern Services.
- Participate in ongoing meetings with team leaders/managers and the Quality Coordinator in order to regularly identify needs and requirements with regard to quality processes within the Disability Program – including for example, program manuals, process mapping, results and action plans arising from external audits and program self-assessments.

Manage delegated tasks

- Working closely with the Quality Coordinator and Disability Services team leaders/managers in regard to developing appropriate quality processes while ensuring that any process or practice changes are communicated to those who require the information in an appropriate manner.

Teamwork

- Regularly attend Disability Services team meetings as required and work as an effective member of these teams.

Liaison

- Actively participate in the OzChild Quality Reference Group, Practice Guidelines Group and Disability Services Continuous Improvement Committee and/or any other agreed relevant internal/external sector activities which promote quality assurance and improvement.
- Other duties as directed.

Key internal relationships:

- Disability program managers and team leaders
- Quality Coordinator
- Disability Services staff

The position will report in the first instance to the Disability Manager

Key selection criteria

Qualifications and experience required:

- Tertiary qualifications in Quality, Training or Social and Behavioural Sciences or equivalent
- Demonstrated knowledge of the application of quality frameworks and systems to the human services sector
- Intermediate to advanced understanding of relevant legislation and Acts such as the Disability Act and the Children, Youth and Families Act 2007
- Ability to work collegially with both senior and other staff to implement and support quality assurance and improvement plans and processes
- Able to work independently and take the initiative when appropriate with a flexible approach to the work demands of the role
- Ability to prioritise tasks and deadlines and follow work plans
- Ability to see the 'bigger picture' as well as the day-to-day requirements of service delivery
- Clear and demonstrated oral and written communication skills, including the ability to give and receive feedback constructively
- Competence in Microsoft Office programs such as SharePoint, Excel and Word
- Sound analytical and research skills, ability to conceptualise policy and practice and capacity translate ideas and information into workplace improvements.

Conditions of Employment

The hours for this position are 45.6 per fortnight, which equates to 3 days per week. In order to perform the duties of the role effectively you may be required to work additional hours or vary your working times and work location as appropriate and necessary from time to time.

OzChild has a flexible approach to hours of work. Overtime is not payable; however time in lieu can accrue in accordance with the OzChild Certified Agreement.

Salary for the position will be as per the Social, Community, Home Care and Disability Services Industry Award 2010, at the Class 3, Year 1-3 level, depending on the experience of the applicant.

OzChild's Certified Agreement contains Above Award conditions including 6 weeks paid maternity leave, generous sick and carers leave and additional ex-gratia days at Christmas and Easter – as a result, staff are not required to work between Christmas and New Year, with no deduction from annual leave.

Oz Child has very generous salary packaging provisions for staff, permitting staff to Salary package \$16,050 per annum. This provides considerable tax savings to our staff. Staff may also elect to package meal entertainment and venue hire expenses in addition to the provisions stated above.

Superannuation is paid according to the Superannuation Guarantee (9%) but there is no limit to the amount staff may elect to salary sacrifice to a superannuation fund of their choice. OzChild offers staff choice of superannuation fund.

Application Procedures

Applicants are required to provide a copy of their resume, with a covering letter addressing the Key Selection criteria as listed above.

For further information regarding this role, please contact Sandra Martin, Manager, Disability Programs on 5975 7644 or email smartin@ozchild.org.au

The successful, interviewed applicant/s will be subject to relevant screening, police checks and Working with Children Checks as required.

Applicants at this stage will need to provide contact details of three referees, one of which is to be the most recent supervisor or manager. A copy of obtained qualifications is also required. If unsuccessful these copies will be destroyed.

At least 1 week prior to commencing, the successful candidate will need to complete an application for a Police Check and provide relevant identification to complete a 100 points I.D Check.

Confirmation of employment appointment cannot be given until a clear Police check has been received, or an assessment has been made on the convictions disclosed.

Forward application to:

Sandra Martin
947 Nepean Hwy
Mornington Vic 3931
Telephone: (03) 5975 7644 Fax: (03) 5975 4289
Or Email: smartin@ozchild.org.au