



Position Description

Position Title	Quality and Compliance Officer
Directorate	Corporate Services
Reports to	Manager Governance and Compliance
Date of Job Description	18/04/2024
Conditions	Conditions of employment are documented in the Mallee family Care Enterprise Agreement 2012
Employment Status	Full-Time Ongoing, Subject to Funding
Salary	This position is classified as Band 6 – Specialist Staff, with a salary range of \$84,979 - \$101,007, dependent on qualifications and experience, plus superannuation and the ability to salary package up to \$15,834 tax free, pro-rata
Hours of Work	This is a full time position. Work outside normal office hours may be required.

Position Objectives

The position is responsible for developing, implementing, and monitoring agreed quality systems across all departments and service areas of the organisation. This includes improving service provision to clients while meeting legislative and compliance requirements in all regions where the organisation operates.

The role actively supports the organisational mission by implementing continuous quality improvement initiatives, fostering a culture of excellence, and providing valuable advice and assistance to management and staff to enhance overall service delivery and organisational compliance.

Key Responsibilities & Duties	Performance Expectations
Internal and External Auditing.	<p>Assists with information Gathering for external audits/ governing bodies.</p> <p>Facilitate positive, proactive audits both internal and external.</p> <p>Supports staff training programs for continuous improvement in quality management.</p> <p>Communicates audit findings clearly and participates in corrective actions and improvement initiatives.</p>
Regulatory Compliance and Risk Management.	<p>Ensure compliance with regulatory requirements, industry standards, and organisational policies.</p> <p>Develop systems and reporting mechanisms to identify quality risks and ensure compliance.</p> <p>Mitigate risks based on professional judgment and expertise, escalating issues as necessary.</p>
Manages expectations of customers, internal and External.	<p>Coaches and advises team leaders and managers to support their engagement in, compliance with, and commitment to, the quality process.</p> <p>Provides frank and professional advice to assist managers in improving services and products.</p> <p>Communicates and promotes the organisation, initiatives, services, and products through networks and staff.</p>
Creatively improves procedures and policies to increase quality of service delivery.	<p>Undertakes research to maintain knowledge of current quality practices in organisation, sector, and other sectors.</p> <p>Makes recommendations utilising relevant industry and professional knowledge.</p> <p>Applies learnings and information from external sources appropriately within the organisation.</p>
Cross-Functional Collaboration and project management.	<p>Build relationships and credibility across directorates to support effective service delivery.</p> <p>Prepare and monitor detailed plans for effective implementation of initiatives and systems.</p> <p>Apply project management processes, make necessary document changes, and participate in project teams.</p>

Strategic Implementation Planning and Monitoring.	<p>Demonstrates the ability to respond promptly and effectively to daily challenges while maintaining a focus on long-term strategic goals, ensuring adaptive and flexible strategic planning.</p> <p>Understands and can apply relevant technology.</p> <p>Utilises a forward-thinking mindset to anticipate future needs and trends.</p>
Monitoring and Correcting Data Discrepancies.	<p>Exhibits a thorough approach to data review, identifying any discrepancies or errors promptly and accurately to ensure data integrity and reliability.</p> <p>Takes swift and effective corrective action upon identifying data gaps or errors, implementing necessary measures to rectify issues and improve overall data quality and reporting accuracy.</p>
Provides Quality updates to the Executive Management team and staff at the Agency.	<p>Undertakes reporting, documentation and administrative responsibilities efficiently using available technology.</p> <p>Maintains required documentation.</p> <p>Checks for the appropriate application of policy requirements.</p> <p>Prepares reports and written assessments.</p>
To participate in supervision.	As per Mallee Family Care Supervision Policy.
To be compliant with MFC E Learning courses.	Completing compulsory allocated courses each quarter.
To undertake other duties as may reasonably be required.	Undertaking other duties required by your Line Manager.

Qualifications and Experience:

- A relevant tertiary qualification and/or equivalent work experience.
- Knowledge of ISO 9001:2008 standard.
- Fully proficient professional.
- Experience in managing the development and implementation of policies and procedures.
- A comprehensive understanding of Risk Management, Quality and WHS including regulatory compliance.
- A current driver's licence, a willingness to travel and preparedness to be accommodated overnight when required.

Key Selection Criteria:

Applicants are invited to submit their applications addressing the following selection criteria:

- Well-developed people management skills, including providing staff support and development.
- Professional authority and credibility coupled with strong interpersonal and communication skills that allows for effective relationships with a diverse range of stakeholders. Highly developed written skills including the ability to prepare clear, concise reports discussion papers.
- Proven ability to prioritise work, completing procedures within given timeframes and take responsibility for the work tasks.
- High attention to detail with proven ability to analyse problems using data and to develop effective solutions.
- Demonstrated ability and experience in developing, implementing and monitoring performance indicators, and knowledge of quality management systems.
- Demonstrated ability to make effective decisions and demonstrate sound judgement in difficult and sensitive circumstances.
- Has substantial knowledge of relevant industry and business practice and organisation systems, policies and processes.
- Builds strong client relationships and delivers client-centric solutions. Seeks ways to improve outcomes for clients as consistent with MFC's Mission, Vision, and Values.

Organisation Structure and Values

Mallee Family Care is a Company Limited by guarantee with a community based Board of Management. It was established in 1979 and is a large and diverse community service organisation, providing a wide range of services to the communities of North West Victoria and South West New South Wales.

Day-to-day management for the agency is the responsibility of the Chief Executive Officer, Director Corporate Services, Executive General Manager Community and Wellbeing, Executive General Manager Education, Training and Research and Executive General Manager Child and Family Services.

This structure has been designed to ensure a clear focus on the delivery of services and to utilise the skills and experience of staff in the most efficient and effective manner.

Our Vision

Empowering the vulnerable and disadvantaged in our communities.

By this we mean we want:

- Communities where vulnerable children will be protected.
- Communities where disadvantaged families and individuals will be supported.
- Communities that are committed to supporting those in need.

Our Mission

To enrich lives and to increase opportunities (for those in need) through:

- Services;
- Education
- Research; and
- Advocacy

Our Approach

Our approach to achieving this strategic intent will demonstrate that:

- We are focused on the resolution of issues and will be flexible and adaptive in our approach.
- We understand our communities, we are informed by practice and our focus is on outcomes that matter.
- We work in partnership with stakeholders.
- We consult broadly and engage with our communities.

Other Information:

At Mallee Family Care we are deeply committed to the people with whom we work. We therefore go to great lengths to ensure that the positions we make available are filled by the most appropriate applicants. To assist with this we undertake a number of selection processes beyond initial interviews.

Appointment to the position will be subject to the satisfactory completion of the following:

- Psychological Personality Assessment – California Personality Index (CPI)
- Medical Disclosure
- Six month probationary period
- Referee Checks (two nominated referees including your supervisor if you are currently working)
- Photocopy of Driver's Licence.
- Police Check
- Working with Children Check
- Safety Screening Statutory Declaration

Benefits of working at Mallee Family Care

- Discounted membership of your nominated gym/health club.
- Direct salary deduction
- Partially paid study leave and practical assistance available for approved courses after 6 months of employment
- Confidential, responsive counselling available for time when personal and work related issues may affect your ability to perform at work (Employee Assistance Program – EAP)
- Flexible working arrangement options (where appropriate)
- Up to date and ergonomic furniture
- A happy and family friendly work environment