



POSITION DESCRIPTION

Position Title	Quality and Compliance Officer
Reporting to	Quality, Compliance and Reporting Team Leader
Liaises with internally	All employees
Liaises with externally	Government agents, suppliers, contractors, clients.
Purpose of the position	The Quality and Safety Officer works within the Quality, Compliance and Reporting team and in consultation with staff across all SCMSAC Sections/Programs, to establish and maintain an integrated quality and compliance management system. The role is responsible for coordinating and facilitating service accreditations and supporting compliance with work health and safety legislation, with a strong focus on continuous improvement.
Selection Criteria	Essential Criteria • Relevant tertiary qualifications, with a minimum of two years' experience in a similar role. • Experience with accreditation processes. • Demonstrated computer proficiency, including the use of all Microsoft Office applications and client record and data management systems. • Ability to learn new technology including data analysis and reporting programs. • Strong verbal, written and interpersonal communication skills, including report writing and active listening. • Excellent planning and time management skills. • Sound understanding of quality and risk management principles, frameworks and methodologies, including auditing and continuous improvement. • Ability to analyse information and interpret statistical data to identify trends and resolve issues. • Demonstrated flexibility and initiative in the workplace. • Ability to work effectively both independently and under supervision. • High attention to detail. • Current Working with Children Check and National Police Check. • Current Drivers Licence. Desirable Criteria • Aboriginality*

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	• Experience working within the Aboriginal community. • Experience working in the health or community services sector. • Knowledge of legislation and accreditation standards relevant to SCMSAC services. • Experience with project management and/or accreditation process. • Experience with Quality Auditing or Continuous Quality Improvement.
Behaviours Required	1 Innovative and strategic thinking 2 Client focused 3 Solutions driven 4 Honesty and Integrity 5 Self-motivated
Organisational Values	1 Deliver excellence through quality service provision, collaboration and measuring outcomes. 2 Be passionate, caring and respectful in everything that we do. 3 Be a socially responsible, culturally supportive presence in each of our communities. 4 Be creative and flexible in our responses to community needs, listen and learn so that we can do things better. 5 Deliver quality evidence-based services with financial integrity to achieve sustainability and measurable outcomes. 6 Contribute to shared learning through research and partnerships.
Key Performance Indicators	Day to Day / General • Promote quality and compliance initiatives and cultivate a culture of continuous improvement. • Lead and implement specified internal auditing practices. • Contribute to the development, review and implementation of relevant policies and procedures. • Contribute to the development, review and implementation of tools and resources to support quality and compliance processes. • Prepare and review quality and compliance reports to identify gaps or trends that inform organisational planning and decision making. • Assist with the development and delivery of training, including sourcing suitable external providers where appropriate. • Maintain knowledge of current quality and risk practices in the health, community services and other relevant sectors. • Maintain the Quality and Safety Register accurately and keep it updated. • Attend relevant meetings. Be punctual, prepared, and ready to participate.

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	- Actively participate in monthly documented support and supervision sessions. - Participate in annual performance review. - Other duties as reasonably directed by the CEO or delegate. Communication and Collaboration - Maintain client confidentiality. - Communicate in a professional and respectful manner. - Report matters in line with SCMSAC's Notifiable Events Policy. - Participate in decision-making and joint problem solving. - Build positive partnerships, both internally and externally. Information Technology - Utilise IT Systems and equipment in line with SCMSAC policy and procedure. - Collect and analyse data, specific to your role. Continuous Quality Improvement - Actively participate in organisational continuous quality improvement initiatives. - Actively participate in the implementation of outcomes from program quality audits. - Ensure that you are familiar with agency and program accreditations and your obligation to uphold these in your day to day role. Child Safety - Adhere to mandatory reporting requirements in line with SCMSAC Child Protection and Child Safety Policy and Procedure. - Complete centralised mandatory ROSH reporting process in line with SCMSAC Child Protection and Child Safety Policy and Procedure. Workplace Health and Safety - Adhere to WHS obligations as outlined in our WHS Policies/Procedures. - Comply with relevant PPE requirements for your role. - Report all incidents, hazards and risks in line with SCMSAC Policy and Procedure.

**Aboriginality - Aboriginality is a genuine occupational requirement and racial discrimination is a prohibition as outlined under Section 8(1) of the Racial Discrimination Act 1975.*

Employee Acceptance

I, _____, accept this description is an accurate statement of

the duties, responsibilities and other requirements of the job. I have read and understood this document and agree to undertake the duties and responsibilities as listed.

Name/Role	Signature	Click to enter date Date
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