

Position Description

Position Title	Quality & Safety Assurance Officer
Position Reports to	Packaging Manager
Term	Part-Time 0.6 EFT
Last Updated	April 2024

Why are we here?

At McCallum, our purpose is to partner with you to create your best life. Our vision is to fulfil the unmet support needs of our community and enrich lives every day.

In our Social Enterprise, we build on this purpose and vision with our own:

Purpose: Create employment pathways for people with disabilities.

Our Vision: Social enterprise. Empowering people. Enriching community.

How do we do this?



What is your purpose?

The Quality and Safety Assurance Officer (QSA Officer) plays a critical role in ensuring the quality and safety of food products manufactured and packaged within the Social Enterprise. Reporting to the Packaging Manager, this position supports the implementation of our Food Safety Management System, including HACCP and pre-requisite programs GMP, GHP, Traceability, Allergens, Calibration, Hold and Non Conformance management.

While not directly responsible for the HACCP plan, the QSA Officer assists in its delivery and ensures alignment with food safety objectives. The role requires a focus on continuous improvement, education, and preparation for internal and external audits.

The QSA Officer also supports the oversight of our OHS QMS application at the Walker Street and Butt Street sites, supporting the delivery of roust safe systems of work and maintenance of our ISO 45001 Accreditation standard.

The QSA Officer has a dotted line report to the Quality Manager for additional support and guidance with respect to the Quality Management System

How do you achieve this? (Responsibilities)

Key Results Area	Accountabilities
Food Safety & Quality Assurance	<ul style="list-style-type: none"> • Assist the Packaging Manager in implementing the HACCP plan and ensuring compliance with food safety standards. • Collaborate with Supervisors, Supported Employees and Managers to identify and address potential hazards in the production process. • Conduct regular reviews of HACCP documentation and procedures to ensure accuracy and effectiveness. • Draft scientific based risk assessments for materials and each process step from receipt to dispatch for review and sign off by Packaging Manager as directed. • Conduct monthly Give me 5 for GMP audits with a Senior Supervisor in the Packaging Division. Complete reporting and raise corrective actions in a timely manner with Packaging Manager. Lead discussion with respect to audit findings at monthly Department Meeting. • Raise, investigate and report non-conformances internally escalating non-conformance reports and opportunities for improvement to the Packaging Manager for action. • Raise all non-conformances relating to supplier materials with Packaging Manager. • Ensure all elements of the environmental swabbing program are completed and operators are sufficiently trained. • Support the Packaging Manager with the drafting of change forms for new activities affecting quality and food safety. • As directed support the Packaging Manager to ensure all new product assessments are complete prior to running and HACCP actions complete. • Maintain up to date knowledge of all relevant food safety accreditation requirements including SQF, Halal and Kosher. • Provide quality and food safety training to employees in collaboration with the Packaging and/or Quality Manager and ensure appropriate documentation. • Support the adherence to quality systems to ensure compliance to accreditations, including customers, Halal and Kosher and SQF and support the coordination of inspections and certifications in collaboration with the Quality Manager and Packaging Manager. • Stay updated on industry trends, best practices and regularly changes related to food safety and quality assurance.

	<ul style="list-style-type: none"> • Maintain accurate and comprehensive records of quality assurance activities including test results, audits, corrective actions and supported employee file notes. • As requested generate reports and analysis as needed to track key performance indicators and trends in food safety quality.
Occupational Health & Safety	<ul style="list-style-type: none"> • Review and conduct risk assessments for allocated Social Enterprise sites. Follow up to ensure completion, providing advice and guidance as required and upload into Flowlogic. • Document and/or update Safe Operating Procedures (SOPs) as requested. • Work with Packaging Manager to ensure that any outstanding OHS incident investigations and corrective actions (CAs) are completed in a timely manner, in alignment with procedures. • Under the direction of the Packaging Manager review plant and machinery maintenance schedules, adding outstanding items to the Corrective Actions Register (CARs) for follow up by management. • Attend Social Enterprise OHS Working Group Monthly and deputise chair in their absence, govern as per terms of reference including creating and distributing monthly agenda and invitees if required. • Work with Neerim OHS Officer, OHS Advisor and Quality Manager in preparation for ISO45001 accreditation audits. • Support OHS Advisor to facilitate election of HSRs for the McCallum Safety Committee as requested. • Deliver on-the-job OHS training when required. • Champion health and safety awareness with equipment and within the factory environment to ensure it is free of any hazards and are safe for supported employees to complete tasks • Provide operational advise to Walker Street on OHS Matters with respect to interpretation of our OHS QMS. Liaise with OHS Advisor for guidance and support as required. • Refer any injured worker to OHS Advisor for RTW Coordination support.
Collaboration & Leadership	<ul style="list-style-type: none"> • Champion McCallum’s Code of Conduct and Values, acting in accordance with our policies and procedures at all times. • Identify and resolve and OHS hazards and incidents in a timely manner in alignment with policy and procedure. • Develop and maintain effective relationships with key stakeholders, with a focus on Supervisors, Team Leaders and supported employees. • Develop, maintain and be a role model for, a culture among staff that is open to change and supports continuous quality improvement, safety, collaboration, respect, and accountability.

	<ul style="list-style-type: none"> • Be an active member of the Packaging Division team, providing input and support into the implementation and achievement of quality, efficient business operations. • Collaborate with and follow the direction of the Quality Manager with respect to the implementation of the Quality Framework and Management System.
Self-care and professional development	<ul style="list-style-type: none"> • Participate in regular 1:1 meeting with the Packaging Manager. • Engage with the Annual Performance and KPI process, to include a professional development plan. • Identify and seek appropriate resources to support your own health and wellbeing. • Participate in wider McCallum projects and initiatives as requested.

What do I need to be a success? (Attributes)

- Our customers and supported employees are at the centre of everything that you do
- Quality, safety and risk management is paramount to you and you will not compromise.
- You are a consultative, collaborative and enjoy working in a supportive team.
- You pay high attention to detail, and thrive in working in a fast paced environment.
- You achieve results. You are focused, work to a plan and deliver.
- You are accountable for your work activities, using metrics and measurements to demonstrate successes.
- You build and maintain relationships with your colleagues, customers and stakeholders.
- You are team player that actively participates and champions supportive, values driven work environment.

Key Selection Criteria

Successful appointment to a position will be subject to a pre-employment safety screening process which includes, but not limited to, the following checks:

- **NDIS Worker Screening Check Clearance**
- **Right to Work in Australia**
- **Current Drivers License**
- **At least three Covid-19 vaccinations**

Essential

- Demonstrated experience in administering quality systems in a food processing environment
- Formal training in HACCP, SQF or other relevant Food Safety System Accreditation
- Experience in the documentation, implementation and continuous improvement of SQF and HACCP food quality assurance systems and processes
- Demonstrated experience and understanding of Allergen and Foreign Object Hazard Management
- Demonstrated experience and understanding of GMP and Personnel Hygiene Management.
- Competent IT skills including QMS software and competence in use of the full Microsoft Office Suite - Outlook, Excel, Word and PowerPoint

- Committed to the human rights of people with a disability and social justice principles, access and equity.

Desirable

- Tertiary qualifications in food science or related discipline

Approval:

Employee Signature: _____ **Date:** _____

Manager Signature: _____ **Date:** _____

CEO Signature: _____ **Date:** _____