

Position Description

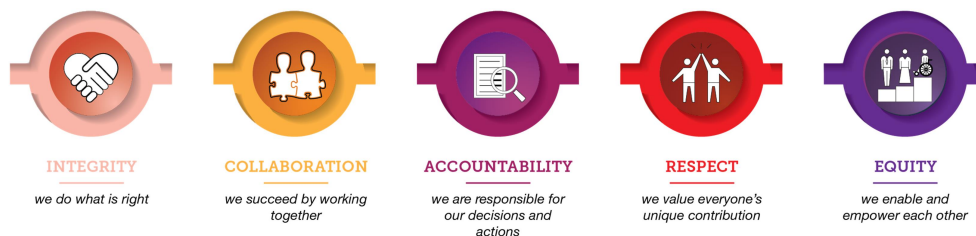
Position Title	Quality and Safeguards Coordinator
Position Reports to	Executive Manager- Customer Experience and Quality
Position Leads	None
Location	29 Learmonth St, Alfredton, VIC 3350
Employment Type	12 month contract, Full-Time
Last Updated	July 2019

Why are we here?

Purpose: We work with people to create a life that works for them.

Our Vision: To be recognised by customers as the eminent, integrated disability service provider that continually enriches their lives.

How do we do this?



What is your purpose?

The Quality and Safeguards Coordinator (QSC) is responsible for supporting McCallum to transition into the new NDIS Quality and Safeguards standards. In close partnership with the Executive Manager- Customer Experience and Quality this role will assist the organisation to implement our new Quality System and prepare for our first NDIS Quality certification. The QSC will also assist the organisation to be ready to respond to the Royal Commission into Violence, Abuse, Neglect and Exploitation of People with Disability.

How do you achieve this? (Responsibilities)

Key Results Area	Accountabilities
Quality System	<ul style="list-style-type: none"> Collaborate with all areas of the organisation to implement policies and procedures within the new Quality System. Coordinate and facilitate a Quality Transition Team Work with teams within the organisation to find ways of better aligning work practices with policies and procedures. Update policies and procedures as required in line with co-designed changes. Test and audit work practices to ensure that they reflect what

	<p>is written in the Quality System</p> <ul style="list-style-type: none"> • Assist in the development of new auditing procedures and assist in the upskilling of internal auditors within the organisation • In partnership with the Customer Experience Coordinator, gather feedback from customers and customer’s families in regards to their experience of McCallum’s Quality System.
<p>NDIS Quality Certification</p>	<ul style="list-style-type: none"> • Assist the organisation to transition into new external compliance requirements within the NDIS Quality and Safeguards transition (e.g. external incident and restrictive practice reporting) • Assist in the preparation and coordination of the NDIS Quality certification audit, including a Quality self-assessment submission
<p>Royal Commission into Violence, Abuse, Neglect and Exploitation of People with Disability.</p>	<ul style="list-style-type: none"> • Assist in the preparation of a project plan for McCallum’s response to the Royal Commission • Research and communicate to the organisation developments within the Royal Commission into Violence, Abuse, Neglect and Exploitation of People with Disability. • Coordinate an archiving project to assist in the preparation for the Royal Commission • Assist in the preparation of submissions to the Royal Commission if required
<p>Quality Improvement and reporting</p>	<ul style="list-style-type: none"> • Maintain and update McCallum’s Quality Improvement Register • Coordinate responses to internal System Improvement Requests • Prepare reports for the Executive on the Quality System implementation and Royal Commission • Imbed continuous improvement practices and take a project management approach to the attainment of goals.
<p>Self-care and professional development</p>	<ul style="list-style-type: none"> • Participate in feedback meetings with the Executive Manager – Customer Experience and Quality. • Ensure Annual Performance Goals and KPIs are set, with professional development plan implemented and monitored • Identify and seek appropriate resources to support your own health and wellbeing • Participate in wider McCallum projects and initiatives as required.

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

- Our customers are at the centre of everything that you do
- Quality, safety and risk management is paramount and will not be compromised
- You have a passion for creating elegant, understandable systems and processes
- You are a consultative and collaborative and able to find consensus through negotiation
- You build and maintain relationships with your colleagues, customers and stakeholders.
- You achieve results. You are focused, work to a plan and deliver.
- You understand that change happens for a reason, and have the enthusiasm and drive to bring the organisation with you.
- You value accuracy and attention to detail

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:

- **National (and International if applicable) Police Check**
- **Right to Work in Australia**
- **Disability Work Exclusion Scheme Check; and**
- **Current Drivers License.**

Essential

- Tertiary qualifications in business administration, quality or complimentary Health &/or Human service related discipline.
- Relevant experience in a human service organisation
- Relevant experience with Quality Systems development and implementation
- Understanding of quality standards and systems specific to disability service provision
- Demonstrated experience in developing and leading collaborative projects and project teams
- Excellent collaboration and interpersonal skills with the ability to work collaboratively with senior leaders, line managers, and front line staff to implement organisational improvements.
- Demonstrated ability to critically analyse issues and develop and implement effective actions that support McCallum's purpose, vision and values.
- Excellent communication skills including the ability to prepare high quality written reports, communications and other documentation as required.
- Excellent administration skills, including in the use of MS Word, Excel and Powerpoint applications

Approval:

Employee Signature: _____ Date: _____

Manager Signature: _____ Date: _____

CEO Signature: _____ Date: _____