

# Role Profile

## About us

For over 45 years, Intereach has been working throughout the Riverina Murray region of NSW and northern Victoria to strengthen and support communities and to improve the social and personal wellbeing of children, families, older people, carers and people with a disability.

Intereach is a leader amongst community organisations. Today, we span 38 local government areas and have more than 400 staff who deliver more than 30 programs.

At Intereach, we are committed to developing community infrastructure and supporting rural and regional communities. Our Vision of Strong Supported Communities is what drives us daily to ensure our local communities are at the heart of everything we do.

## Our Purpose

- Strengthen and improve social and personal wellbeing for individuals, families and communities;
- Promote and facilitate access, equality and social justice; and
- Deliver services locally that are of quality and have value.

## Our Values

- **LEADERSHIP** - We use our social influence to motivate others to reach their full potential.
- **PARTNERSHIPS** - We work collectively with others toward a common goal of positive social and cultural change.
- **SOCIAL JUSTICE** - We protect and promote human rights by recognising that all people are free and equal in dignity and rights.

## Position Details

<b>Position Title:</b>	Quality Officer
<b>Department:</b>	Quality
<b>Function:</b>	Corporate Services
<b>Award:</b>	Social Community Home Care & Disability Services 2010 (Level 4)
<b>Reports to:</b>	Program Manager Quality
<b>Direct reports:</b>	N/A
<b>Purpose of the Position:</b>	The position of Quality Officer is to support the development, implementation and management of quality management systems and activities.

## Key Responsibilities

*(the following is not exhaustive and may include others as directed from time to time)*

<b>Operations</b>	<ul style="list-style-type: none"> <li>• Promote awareness and provide practical support to employees regarding the Intereach Quality Management System (QMS).</li> <li>• Liaise with other employees to ensure the QMS is functioning properly.</li> <li>• Coordinate and conduct internal audits and support managers and teams to meet accreditation, quality and compliance requirements.</li> <li>• Actively source current data and evidence-based research to inform program planning and whole of community outcomes.</li> <li>• Monitor, review and maintain organisational documentation.</li> <li>• Develop and implement project plans inclusive of project scope, goals, deliverables, timelines and evaluation mechanisms. Monitor and report on progress of projects to all stakeholders.</li> <li>• Assist in developing, creating and implementing quality processes and practice needed to comply with compliance requirements.</li> </ul>
<b>Governance, Compliance and Quality Control</b>	<ul style="list-style-type: none"> <li>• Maintain a thorough understanding of and abide by Intereach Code of Conduct, frameworks and policies</li> <li>• Contribute towards policy development, implementation and compliance</li> <li>• Keep up-to-date and adhere to government legislation and industry standards, in relevant areas of responsibility</li> <li>• Identify and share feedback relating to improvements to operational processes and procedures to enhance program functions</li> <li>• Implement and monitor quality improvement and risk</li> <li>• Maintain confidentiality</li> </ul>
<b>People and Culture</b>	<ul style="list-style-type: none"> <li>• Support staff and/or students to perform their role well</li> <li>• Maintaining a positive organisational culture by demonstrating and promoting the qualities and behaviours of the Intereach Fundamentals</li> <li>• Contributing to a culture that ensures a safe working environment and promotes health and well being</li> <li>• Demonstrate Intereach fundamentals within own behaviour and embed across all aspects of the organisation</li> </ul>
<b>Financial</b>	<ul style="list-style-type: none"> <li>• Ensure all expenditure is consistent with delegations</li> </ul>
<b>Work, Health and Safety</b>	<ul style="list-style-type: none"> <li>• Responsibility to identify and mitigate organisational risk</li> </ul>

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- Understand and comply with WH&S policies and procedures and legislative requirements
  - Contribute to the development, implementation and evaluation of risk management plans for relevant program

## The Position Holder Specifications

The below information outlines the key behaviours, skills, experience and mandatory requirements required to successfully undertake the role.

### Intereach Fundamentals

The Intereach Fundamentals is a framework of behavioural qualities, which when observed and demonstrated, define a level of competency in working behaviour. Within each of the qualities, the *behaviour observations* and *behaviour indicators* have been broadly defined at two different levels;

- Level 1 - The Individual Contributor; and
- Level 2 - The Manager

(refer to intranet for full framework and for further information on how the fundamentals work for Individual contributor and The Manager)

<b>Fundamental Level for this position:</b>	Level 1
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### Qualities

<b>Acting with Integrity</b>	At Intereach we demonstrate integrity through personal and professional behaviour, which is person centred, open, honest and ethical, including being willing to act when these standards are compromised
<b>Being Professional</b>	At Intereach we demonstrate professional behaviour by taking responsibility for our own performance, at the same time considering the needs and priorities of others
<b>Respect for Diversity</b>	At Intereach we adopt a human rights approach and value an inclusive culture that respects diversity, peoples difference and life experience
<b>Intereach First</b>	At Intereach we value collaboration and sharing information within and across programs and teams, to enhance our ability to engage with and understand our community, and to ensure we deliver better-quality services
<b>Communicating Successfully</b>	At Intereach, we communicate effectively using a strength based approach to ensure we convey and share information and ideas with others, including clarifying our understanding and taking into consideration different viewpoints
<b>Knowledge Sharing and Learning</b>	At Intereach we develop skills, knowledge and practice by keeping abreast of changes within specific fields of focus and promote a knowledge of sharing and continuous learning culture

### Selection Criteria

<b>Essential</b>	<ul style="list-style-type: none"> <li>• Experience in corporate services, including quality improvement or quality management processes.</li> <li>• Extensive experience in administration and support with advanced computer skills with a working knowledge of MS Office.</li> <li>• Ability to understand and accurately manage data.</li> <li>• Well-developed written and verbal communication skills.</li> </ul>
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	<ul style="list-style-type: none"> <li>• Ability to interpret legislative and regulatory requirements and make necessary amendments to policy and documentation.</li> <li>• Meticulous attention to detail.</li> <li>• Proven ability to develop and maintain effective working relationships with key stakeholders.</li> <li>• Ability to rise to challenges, plan and prioritise work, work under pressure, maintain accuracy, meet tight deadlines, problem solve and juggle priorities.</li> </ul>
<b>Desirable</b>	<ul style="list-style-type: none"> <li>• Understanding of, or experience with, outcomes-based evaluation and planning.</li> <li>• Experience working within the community services sector</li> </ul>
<b>Mandatory Requirements and Checks</b>	
<b>Essential</b>	<ul style="list-style-type: none"> <li>• Current driver's licence</li> <li>• Current Criminal Record Check (&lt; than 6 months old) or willingness to undergo check</li> </ul>

**Acknowledgement of receipt and understanding of the Role Profile**

<b>Name</b>	
<b>Signature</b>	
<b>Date</b>	