

Position Description

Quality and Compliance Coordinator

Position Details

Title:	Quality and Compliance Coordinator
Time Fraction:	0.8 EFT
Position Relationships:	Reporting to the Executive Manager – Corporate Services
Level:	SCHADS Level 6
Location:	Level 4, 255 Bourke Street, Melbourne The role will be required to visit other locations on occasion (Hoppers Crossing, Geelong, Frankston).

Position Purpose:

The Quality and Compliance Coordinator will play a key role in the development and implementation of a comprehensive Quality Framework, incorporating both corporate and clinical quality, risk, ohs and policy. The role will support the achievement of Relationship Matters strategic objectives by leading and developing the annual Quality Plan. This plan will monitor the Quality Management System (QMS) and ensure ongoing evaluation of services and their delivery, whilst supporting efforts designed to improve and enhance operational efficiencies.

The role will ensure, through providing support and leadership, that all staff providing services across the organisation meet all the necessary legislative and organisational guidelines and frameworks. The role will ensure we have systems and processes in place to meet all major compliances for funding contracts and ensure accreditation requirements are met. The role will also provide support to Risk Management and Occupational Health and Safety.

Organisational Overview

Relationship Matters is a not-for-profit organisation that aims to promote healthy, respectful and fulfilling relationships within the Victorian community.

We provide a range of relationship services including:

- Individual Counselling
- Relationship Counselling
- Family Therapy
- Relationship Learning Services
- Family Dispute Resolution and Mediation
- Family Violence Programs
- VicRoads Safe Driving Program

At Relationship Matters, we also recognise that work and life are intimately connected, and we offer workplace services for employers and employees through Employee Assistance Programs (EAP) and our Business Services division, Relationship Matters in the Workplace.

Relationship Matters has been supporting the community through counselling and education for over 70 years and was established and supported by the Anglican Diocese over the years. Relationship Matters has a long history in marriage guidance and relationship counselling in Australia and is very proud to support marriage equality. Relationship Matters is now one of the largest providers of counselling and mediation services in Victoria, with nine physical sites in Metropolitan Melbourne and regional Victoria.

Relationship Matters recognises relationships in all their diversity and our services are offered to individuals, couples and families inclusive of sexual orientation, gender identity, ethnicity, religion, ability or socio-economic circumstance.

Major Responsibilities

Quality

- Lead and implement a systematic approach to corporate and clinical governance, risk management, occupational health and safety and policy.
- Develop and implement an integrated quality framework in collaboration with cross-functional teams. Responsible for all for ensuring compliance with all relevant standards, including new Social Services Standards, Rainbow Tick, and National Mental Health Standards.
- Meet all the requirements of the annual workplan as identified by the Quality Committee and Clinical Governance Working Group and manage the secretarial support for this working group.
- Promote and support engagement with our quality and safety systems in the organisation including our Feedback Management System, Incident Management System, and Continuous Quality Improvement systems.
- Educate and support staff to ensure processes conform to the principles of continuous quality improvement to critically examine practice, practice change, safety, and efficiency.
- Assist in ensuring that Relationship Matters services are fit for purpose, consistent and meet both external and internal requirements, including compliance with all funding bodies.
- Manage external and internal audits providing focus, direction, and control for the Quality Management System (QMS) Audits, ensuring that results are analysed and that areas of non-compliance and opportunities for improvement are identified.
- Ensure education programs are aligned to clinical governance framework, policy and procedures.
- Monitor and advise on the purpose and performance of the QMS, producing data and reporting on performance against set standards and stakeholder needs.

Risk and Legislative Compliance

- Maintain the risk register and develop succinct periodic reports and analysis to the Executive and relevant committees.
- Maintain the compliance calendar and ensure all reporting (both internal and external) obligations are met in a timely manner.
- Monitor and interpret changes in relevant legislation and regulations and provide expert advice and recommendations to the Executive in areas including critical incident management, child safe, privacy and OHS.

Occupational Health and Safety

- Undertake OHS activities as set out in the OHS Policy, participate in the OHS Committee, escalating any significant OH&S matters to the Executive Team.
- Co-ordinate the First Aid and Emergency response officers, providing relevant support, advice and access to resources.
- Organise, facilitate, and lead the review and analysis of incidents, conducting in depth investigation into serious events in collaboration with staff and the Executive Team.
- Monitor legislative health and safety requirements and ensure compliance with the Occupational Health and Safety Act
- Provide reports to Executive and relevant committees on OHS matters including incidents and compliance activity.

People and Organisation

- Model and demonstrate constructive working relationships and information exchange across the organisation.
- Actively foster a positive culture throughout the organisation contributing towards achieving a culturally safe workplace.

Continuous Quality Improvement

- Read and comply with of all Relationship Matters Policies and Procedures and understand any new or updated policy as issued from time to time.
- Be aware of the location on the Intranet of policy documents, forms and processes that relate to your day-to-day work, for reference as required.

Workplace Health and Safety

- Comply with safety in the workplace.
- Take reasonable steps to prevent risks to health and safety.
- Co-operate with Team Leaders and Management to enable compliance with safety, health and environmental duties.
- Report workplace incidents, hazards, accidents and emergencies immediately.

Key Selection Criteria

(Please note: Applicants need not respond in writing to all selection criteria)

- Tertiary qualifications or equivalent in qualifications relevant field.
- Proven track record in leading, implementing and managing quality, safety and risk management programs.
- Experience in leading an accreditation process and delivering successful quality audits for health or community-based organisations.
- Demonstrated commitment to innovation and prepared to assess and utilise new ideas/new technology to improve performance with a focus on continuous improvement particular in a clinical setting.
- An ability to lead, train and educate employees across all levels in the requirements of a Quality Management System.
- Demonstrated experience in providing regular, accurate and succinct reports to senior management that identify potential opportunities and risks, and trends over time.
- Exposure to Risk Management techniques in a customer focused organisation.
- Demonstrated knowledge of Child Safety, Privacy, OHS and other relevant legislative and a commitment to child safety practise.
- Demonstrated understanding of performance measurement, benchmarking, and service standards in the relationship management sector.
- Strong organisational and project management skills with an ability to work to timelines and be outcome focused whilst managing multiple tasks.
- Proficiency in legislative and regulatory requirements.
- Proven track record in maintaining effective working relationships and managing through influence for the effective delivery of quality objectives.
- Computer competence with the Microsoft Office Suite of programs, including Outlook, Access, Excel and Word.
- Experience in the Not-for-Profit sector.

Personal Qualities

- Ability to take responsibility and work unsupervised, as well as part of a team.
 - Affinity with Relationship Matters values.
 - Generosity of spirit
 - Capacity to 'join-in'.
 - Flexibility
 - Highest ethical and professional standing
 - Team player
-

Terms and Conditions

- Salary will be negotiated according to qualifications and experience and in accordance with the Social Community Homecare and Disability Services Award 2010, depending on skills and experience.
- The position is subject to ongoing funding and satisfactory annual performance reviews.
- A six-month probationary period applies and will be formally reviewed with key responsibilities and success indicators as outcomes.
- Opportunity to access salary packaging according to Relationship Matters policy.
- Access to Employee Assistance Program.
- Access to Portable Long Service Leave in the Community Services Industry
- Maintenance of confidentiality and reporting of serious matters in accordance with agency policy and procedures
- As an agency funded partially through the Commonwealth Department Social Services, all employees are required to sign an Oath of Confidentiality.
- Position is subject to maintaining a current Working with Children Check and a satisfactory National Police Check.

Acknowledgements

Position:	Quality Compliance Coordinator		
Name:			
Signature:		Date:	
CEO:	Maya Avdibegovic		
CEO's Signature:		Date:	
Probationary Review:	Six Months	Date:	