

## POSITION DESCRIPTION

<b><u>POSITION:</u></b>	<b>Quality Officer</b>
<b><u>REPORTS TO:</u></b>	Line Manager –Community Engagement team.
<b><u>HOURS:</u></b>	Part Time, 15.2hrs per week. (1 year fixed term contract)
<b><u>CLASSIFICATION:</u></b>	SCHCADS Level 5, Pay Point 1.

### **1. POSITION CONTEXT:**

Macarthur Diversity Services Initiative (MDSI) is a not-for-profit charity that offers practical help and support services to the disadvantaged and marginalised. MDSI seeks to ensure that our organisation and our services are relevant and accessible. Based on an integrated service delivery system MDSI's programs are specifically tailored through five broad service areas: children, youth, family, aged and disability.

MDSI is managed by an elected Board of Directors.

The Quality Officer position is part of MDSI's Community Engagement Team, but provides Quality Support to all of MDSI.

### **2. PURPOSE AND FUNCTION:**

The Quality Officer position will maintain MDSI's Quality System including policies, procedures, processes, staff training and guidance on quality measures, and relevant external accreditation.

This position requires the maintenance of a cleared Working with Children Check, National Police Check, a full and current NSW Drivers Licence, First Aid Certification and is subject to medical clearance.

### **3. MAIN DUTIES AND RESPONSIBILITIES:**

The Quality Officer will undertake the following duties:

#### **3.1 General Responsibilities**

3.1.1 As part of the team, work towards the overall objectives of MDSI, to provide practical assistance and services for relief of poverty, distress and misfortune to disadvantaged and marginalised people in the Macarthur region.

3.1.2 Have responsibility for contributing to: multi-skilled teamwork; community development and continuous quality improvement throughout the organisation.

3.1.3 Performance of other duties as required.

### **3.2 Specific Responsibilities**

3.2.1 Promote performance improvement and quality assurance programs throughout the organisation.

3.2.2 Lead the maintenance and improvement of MDSI's Quality Management System (QMS).

3.2.3 Monitor staff and team's quality performance by collecting relevant information and preparing statistical reports.

3.2.4 Deliver scheduled staff training on policies, procedures and processes, and guide reviews.

3.2.5 Assist in orienting new employees to organisational policies, procedures and processes.

3.2.6 Assist with MDSI's internal audit procedures and processes ensuring that QMS is maintained and improved.

3.2.7 Assist in the external audit preparation and process.

3.2.8 Convene the MDSI Quality Committee.

3.2.9 Provide reports on QMS progress to Management.

3.2.10 Attend other meetings in line with MDSI planning and direction.

3.2.11 Provide regular reports and work plan updates to the program Line Manager.

3.2.12 Network with other organisations, services and relevant Government Departments to gain information and knowledge, and to promote MDSI.

3.2.13 Other duties as may be directed by Management as deemed competent to perform.

### **3.3 Organizational Management and Team Work**

3.3.1 Participate in staff meetings and staff development workshops as directed by the Child, Youth and Family Services Coordinator.

3.3.2 Produce program data and participate in program reporting as directed by the Child, Youth and Family Services Coordinator.

#### 4. PHYSICAL DEMANDS & WORK ENVIRONMENT

The Quality Officer must be able to maintain the physical requirements of the job.

#### CONDITIONS OF EMPLOYMENT:

Terms and conditions of employment will be based on the *Social, Community, Home Care and Disability Services Industry Award 2010*.

Prepared by: Executive Officer  
Approved by: Executive Officer  
Date: 24/11/2017