

Statement of Duties

Position Title: Quality Assurance Officer	Position Number: Generic	Effective Date: June 2016
Group and Unit: Housing, Disability and Community Services - Portfolio and Supply		
Section: Portfolio Maintenance	Location: North West, North, South	
Award: Health and Human Services (Tasmanian State Service)	Position Status: Permanent	
	Position Type: Full Time	
Level: Band 5	Classification: General Stream	
Reports To: Manager Portfolio Maintenance		
Check Type: Annulled	Check Frequency: Pre-employment	

Focus of Duties:

As a member of the Portfolio and Supply Unit's Portfolio Maintenance team, contribute to the growth and sustainability of Tasmania's social and affordable housing system by auditing compliance with quality and performance indicators as well as other maintenance business process improvement activities relating to the Director's social and affordable housing assets.

The core objectives of the position are to:

- Undertake performance auditing of general maintenance, landscaping, building safety and compliance and other maintenance related contract requirements.
- Coordinate as required the delivery of programmed maintenance works for Housing Tasmania properties, in accordance with contractual agreements, service delivery and quality standards and strategic direction.
- Take a proactive approach in the development and implementation of quality assurance activities relating to building safety, maintenance and landscaping services.
- Maintain systems information and undertake data related activities, including research, analysis, querying and the preparation of reports/policies.

Duties:

1. Organise and plan contractor audit and performance review schedules to ensure works undertaken on Housing Tasmania properties are in accordance with contractual performance indicators, agreements and standards.
2. Undertake key performance indicator audits in accordance with contract provisions, approved benchmarks and standards, and update results in relevant information systems.
3. Provide clear and authoritative advice and recommendations to the Manager regarding portfolio maintenance service delivery and asset management decisions.

4. Provide relevant, timely and accurate responses to a range of stakeholders as required, including Ministerial correspondence and briefing notes.
5. Provide condition assessment reports on properties identified for potential sale or purchase or as required.
6. Undertake product assessments and make recommendations to the Manager Portfolio Maintenance in relation to contract Schedule of Rate items and Contract Schedule Specifications. Participate in and lead meetings and working groups in relation to asset management and/or contractor performance as required.
7. Review work order variations and expenditure as required and provide recommendations in relation to auditing outcomes.
8. Actively participate in and contribute to the organisation's Quality & Safety and Work Health & Safety processes, including the development and implementation of safety systems, improvement initiatives and related training, ensuring that quality and safety improvement processes are in place and acted upon.
9. The incumbent can expect to be allocated duties, not specifically mentioned in this document, that are within the capacity, qualifications and experience normally expected from persons occupying positions at this classification level.

Scope of Work Performed:

The Quality Assurance Officer will work under the broad direction of the Manager Portfolio Maintenance. The occupant is expected to:

- Exercise independence and judgment in determining work flow and priorities in accordance with the needs of the Portfolio Maintenance unit.
- Maintain high standards of quality, accuracy and timeliness of advice and ensure the effective and efficient use of resources, ensuring that relevant work practices are consistent across the State.

Essential Requirements:

Registration/licences that are essential requirements of this role must remain current and valid at all times whilst employed in this role and the status of these may be checked at any time during employment. It is the employee's responsibility to ensure that registration/licences remain current and to advise the Employer if their circumstances change. This includes notifying the Employer of any new criminal convictions and/or if a registration/licence is revoked, cancelled or has its conditions altered.

The Head of the State Service has determined that the person nominated for this job is to satisfy a pre-employment check before taking up the appointment, on promotion or transfer. The following checks are to be conducted:

- I. Conviction checks in the following areas:
 - a) crimes of violence
 - b) sex related offences
 - c) serious drug offences
 - d) crimes involving dishonesty

2. Identification check
3. Disciplinary action in previous employment check.

Desirable Requirements:

- Relevant tertiary qualifications/industry experience.
- Current Driver's Licence.

Selection Criteria:

1. High level knowledge and experience in strategic asset management, as it relates to quality management and quality assurance principles and practice, together with well-developed knowledge of the building and maintenance industry or the ability to acquire.
2. High level of adaptability and flexibility including the ability to work within an environment subject to pressure, ambiguity and change.
3. Well-developed ability to implement processes, monitor quality control guidelines and audit contractor performance.
4. Demonstrated effective oral and written communication skills, including proven negotiation and liaison skills, and the capacity to represent the Portfolio Maintenance Unit in relation to contractual issues and delivery of maintenance services, as well as the ability to prepare complex documents.
5. Ability to utilise information management systems in order to maintain Housing Tasmania data and records to facilitate quality and performance management.
6. Well-developed leadership skills with demonstrated ability to assist in the development and delivery of training programs.

Working Environment:

The Department of Health and Human Services (DHHS) and Tasmanian Health Service (THS) are committed to improving the health and wellbeing of patients, clients and the Tasmanian community through a sustainable, high quality and safe health and human services system, and value leading with purpose, being creative and innovative, acting with integrity, being accountable and being collegial.

State Service Principles and Code of Conduct: The minimum responsibilities required of officers and employees of the State Service are contained in the *State Service Act 2000*. The State Service Principles at Sections 7 and 8 outline both the way that employment is managed in the State Service and the standards expected of those who work in the State Service. The Code of Conduct at Section 9 reinforces and upholds the Principles by establishing standards of behaviour and conduct that apply to all employees and officers, including Heads of Agencies. Officers and employees who are found to have breached the Code of Conduct may have sanctions imposed.

The *State Service Act 2000* and the Employment Directions can be found on the State Service Management Office's website at <http://www.dpac.tas.gov.au/divisions/ssmo>

Fraud Management: The Department of Health and Human Services and Tasmanian Health Service have a zero tolerance to fraud. Officers and employees must be aware of, and comply with, their Agency's fraud prevention policy and procedure and it is the responsibility of all officers and employees to report any suspected fraudulent activity to their Director or line manager, the Director HR Management and Strategy or to the Manager Internal Audit. DHHS and THS are committed to minimising the occurrence of fraud through the development, implementation and regular review of fraud prevention, detection and response strategies, and are conscious of the need to protect employees who advise management of suspected fraudulent activity from reprisal or harassment, and to comply with its obligations under the *Public Interest Disclosure Act 2002*. Any matter determined to be of a fraudulent nature will be followed up and appropriate action will be taken. This may include having sanctions imposed under the *State Service Act 2000*.

Delegations: This position may exercise delegations in accordance with a range of Acts, Regulations, Awards, administrative authorities and functional arrangements mandated by Statutory office holders including the Secretary. The relevant Unit Manager can provide details to the occupant of delegations applicable to this position. DHHS and the THS have a zero tolerance in relation to fraud and in exercising any delegations attached to this role the occupant is responsible for the detection and prevention of fraud, misappropriation and other irregularities, and for ensuring that all officers and employees are aware of their Agency's fraud policy and reporting procedures.

Blood borne viruses and immunisation: Health Care Workers (as defined by DHHS and THS policy) with the Department of Health and Human Services and Tasmanian Health Service are expected to comply with their Agency's policies and procedures relating to blood borne viruses and immunisation, including against Hepatitis B. Depending on the level of risk associated with their duties, Health Care Workers may be required to demonstrate current immunity, previous seroconversion to Hepatitis B or immunity following vaccination.

Records and Confidentiality: Officers and employees of the Department of Health and Human Services and the Tasmanian Health Service are responsible and accountable for making proper records. Confidentiality must be maintained at all times and information must not be accessed or destroyed without proper authority.

Smoke-free: The Department of Health and Human Services and the Tasmanian Health Service are smoke-free work environments. Smoking is prohibited in all State Government workplaces, including vehicles and vessels.