POSITION DESCRIPTION

POSITION TITLE	Quality and Compliance Officer
DIVISION	Aged Care
DEPARTMENT	Community Care
REPORTS TO	Quality and Business Improvement Lead

ORGANISATIONAL PURPOSE

Our vision at the Brotherhood of St Laurence (BSL) is for an Australia free of poverty. We pursue lasting change for a fairer and more compassionate Australia.

Our organisation employs over 1,500 staff and is supported by 1,000 volunteers. We partner with governments, business and other organisations to address poverty across the nation.

Our work is varied. We deliver services to build capability and confidence across the life course, from the early years, youth and employment, to services for people with disability and for older people in Australia. Our Op Shops and social enterprises are well known. So too are our programs that support digital literacy, energy efficiency and financial wellbeing. We research the causes and effects of poverty and connect policy, practice and research to advocate national, state and local policy solutions for people experiencing disadvantage.

The Brotherhood of St Laurence values diversity and inclusion with regards to its staff and the communities we serve. Our staff and volunteers come from diverse backgrounds, and we aim to create an inclusive working environment. BSL is committed to child, young people and vulnerable adult safety. We want all vulnerable people to be supported, respected, safe, happy and empowered. We are committed to the safety, participation, and empowerment of all our program participants.

DEPARTMENT PURPOSE

Aged Care – The Aged Care Division provides residential aged care services, independent living accommodation for people on low incomes, in home care, and day and respite services for older individuals on a low income and at risk of homelessness.

Community Care - The Community Care department provides independent living accommodation for people on low income and at risk of homelessness, and delivers in home care, day and overnight respite, and social support.

POSITION PURPOSE

The Quality and Compliance Officer supports and contributes to the development of the Community Aged Care Quality Management System, Risk Management and internal audits.

KEY RESPONSIBILITIES

- Assist in the development of a compliance activity calendar for Community Aged Care

- Support the development, implementation and maintenance of the Community Aged Care Quality Management System
- In collaboration with the Quality and Business Improvement Lead, coordinate all activities across the business in external audit and accreditation readiness.
- Assist the Quality and Business Improvement Lead in the coordination of BSL's responses to regulatory changes.
- Contribute to project work as required
- Support with training and coaching teams within Community Aged Care on procedural and compliance changes
- Support managers by providing research and advice on compliance and risk-related requirements and changes.
- Maintain and manage feedback and complaints process and reporting
- Maintain and manage incident management and reporting
- Develop quality policy and processes in collaboration with the managers
- Maintain and manage the continuous improvement plan register in collaboration with the managers
- Internally audit Programs within Community Aged Care, including identifying key action points
- In collaboration with the Quality and Business Improvement Lead produce Quality and Compliance reports for the leadership team Work collaboratively within teams to achieve common goals
- Demonstrate a commitment to BSL's quality framework and culture by participating in and promoting quality actions through continual improvement activities
- In collaboration with manager, set goals and objectives to ensure outcomes are met
- Model BSL's values and adhere to the Code of Conduct in everyday work practices
- Maintain a safe work environment and ensure steps are taken to prevent unsafe work practices in accordance with BSL policies and procedures.
- This position will require indirect contact with children and/or vulnerable individuals
- Other duties as required

SCOPE OF RESPONSIBILITY

Direct Reports: Nil

Indirect Reports: Nil

KEY SELECTION CRITERIA

Career Experience:

- Experience in working across multiple standards, including but not limited to the Aged Care Quality Standards, NDIS Practice Standards and National Standards for Mental Health Services.
- Demonstrated ability to work autonomously and as part of a team.
- Experience in a similar role working in risk and compliance within a highly regulated, large and complex organization.
- Experience in accreditation and audits

Personal Qualities:

- Highly developed interpersonal, communication and written skills
- Strong organisational and time management skills
- A commitment to maintaining and supporting child safety, equity, inclusion and cultural safety.
- Understanding of and empathy with the values and ideals of the Brotherhood of St Laurence

Qualifications/ other:

- Qualifications in human services, quality and risk management.

Mandatory Employment Criteria

- Proof of eligibility to work in Australia is required
- A Statutory Declaration to confirm past criminal history is required as per the Aged Care Act is required - BSL will support successful candidates in this process
- A satisfactory Police Check is required - BSL will support successful candidates in this process
- A Working with Children Check is required for this position - BSL will support successful candidates in this process
- A NDIS Worker Screening check is required for this position - BSL will support successful candidates in this process
- Aged Care Banning Orders Register checks shall be undertaken.

The description of the position is a guide to the duties of the professional activities needed to undertake the position successfully. A review of the position description may occur and may be amended from time to time.