



POSITION DESCRIPTION

Position	Quality Advisor	Position Number	CSP139
Reports to	Senior Quality Advisor	Direct Reports	N/A
Status	Permanent	Time Fraction	Full Time
Award	SCHADS Level 5	Location	Preston & hybrid

OUR VISION

Aboriginal self-determination – Live, Experience and Be.

OUR PURPOSE

Supporting culturally strong, safe and thriving Aboriginal communities.

POSITION SUMMARY

The role will support the organisation by undertaking quality audits and developing organisational systems and processes to assist client facing staff to improve practice, mitigate risks to clients and community and ensure ongoing compliance with internal and external requirements and standards.

KEY RELATIONSHIPS

Internal: all VACCA employees and programs across all regions

External: Government Departments, Community Service Organisations (CSOs) and other Aboriginal Community Controlled Organisations (ACCOs)

KEY SELECTION CRITERIA

ESSENTIAL

- Demonstrated commitment and understanding for the values that underpin VACCA' vision and purpose
- A sound understanding and awareness of Aboriginal communities and the issues facing Aboriginal children, youth and families today.
- High level of accuracy in auditing and data entry against relevant standards, program requirements and legislation during internal and external audits.
- Experience in quality improvement and accreditation.



- Highly developed project management and time management skills with excellent attention to detail and accuracy in work performed.
- Strong written and verbal communication skills including the ability to communicate effectively with VACCA staff across the organisation and programs.
- Capacity to work both as a member of a team and independently.
- Proficient use of Microsoft Office, specifically Word, Excel and Access, as well as SurveyMonkey.

REQUIREMENTS

- Qualification in Community Development or services
- Previous work experience in community sector and/or case management experience will be highly regarded
- You must have and continue to hold a full Victorian Driver's Licence, a current employment Working With Children Check card and a clear National Police Check
- Current COVID-19 vaccination (including booster dose, as applicable)

POSITION ACCOUNTABILITIES

KEY RESPONSIBILITIES

- Preparing and conducting planned and spot audits across all VACCA offices and drafting audit outcome reports.
- Developing quality improvement plans per program and supporting client services staff with rectifying non-compliances.
- Developing, updating, and delivering audit compliance training.
- Supporting the delivery of compliance training in relation to privacy and child safeguarding.
- Developing and updating audit and program forms, tools and resources
- Developing and maintaining positive working relationships with client services staff across the organisation with a view to providing information, support and improved practice
- Provide key administrative support to maintain Child Safeguarding & Quality monitoring processes, systems, and registers, to enable the identification of gaps, analysis and reporting of data.
- Participate in providing opportunities for clients, carers, community members and stakeholders to contribute their feedback online, or via phone, interviews or survey

HEALTH, SAFETY & WELLBEING

- Ensure compliance with the OH&S Act and VACCA policies.
- Contribute positively and proactively to team and organisation wide OH&S activities.

QUALITY & CONTINUOUS IMPROVEMENT

- Ensure compliance with legislation, contract and policy requirements in your day-to-day work to meet the organisation's audit, contract and registration obligations.



VACCA
Connected by culture

- Proactively apply your specialist knowledge in the review and maintenance of policies, systems and processes.
- Continue the development of a culturally strong and positive working environment using a continuous improvement approach.

OTHER

- This role requires regular travel to VACCA offices.
- Participate proactively in team project initiatives
- Support other team members in periods of high demand and during periods of absence.
- Undertake other duties as directed

ADDITIONAL INFORMATION

We are committed to Aboriginal self-determination and supporting strong, safe, thriving Aboriginal communities and aim to ensure every individual is treated with dignity, honouring all cultural backgrounds, abilities, ethnicities, sexual orientations, gender identities and spiritual beliefs.

VACCA is a child-safe organisation and is committed to ensuring the safety and wellbeing of children and young people with zero tolerance for child abuse. All successful applicants will be required to undertake a National Police Record Check and Working with Children Check prior to commencement of employment and periodically following commencement.

VACCA is an equal opportunity employer and has a smoke-free workplace policy.

This position is designated under the Multiagency Risk Assessment and Management framework (MARAM) Screening (Tier 3) level which requires mandated MARAM Family Violence Screening & Identification training and VACCA MARAM Identification responsibilities.