





Scope Document Control Manager

Position Purpose

Scope's Document Control Manager will lead the organisation-wide establishment and maintenance of a document control process for policies and supporting documentation and will have a key role in the implementation and maintenance of a new enterprise policy library. The Document Control Manager will also provide an advisory role to the business in relation to the review and redevelopment/ alignment of policies and supporting documents across the 3 Scope entities, prioritising and overseeing the work undertaken by Scope's Policy Writer (contract role).

This work will be done within the context of the National Disability Insurance Scheme practice standards and with the use of clinical evidence to develop best practice approach.

Division:	Customer Experience and Quality	Reports to:	Knowledge Manager
		Direct Reports:	1 contractor – Policy Writer
Internal Relationships:	Quality and Safeguarding Group Senior Managers all divisions	External Relationships:	NDIS DFFA Peak Bodies
Delegation of Authority	N/A	Category	Specialist
Employment Contract	Full time permanent	Award	

Scope's Mission	Scope's mission is to enable each person we support to live as an empowered and equal citizen.
Scope's Vision	<p>Scope will inspire and lead change to deliver best practice. We will:</p> <ul style="list-style-type: none"> • Support and listen to each person and their family. • Provide leadership to influence strategy and policy. • Deliver person driven, flexible & responsive services to build a sustainable future. • Build on our foundation for success through our expertise in service delivery, workforce development, quality improvement and research. <p>We will deliver better outcomes.</p>
Scope Approach	<div style="display: flex; justify-content: space-around; align-items: flex-start;"> <div style="text-align: center;">  <p>see the person</p> <p>.....</p> <p>We listen to understand. We see the potential. We recognise how you do things and what you achieve. We take personal responsibility. We build excellent relationships with our clients and customers. We understand the balance between risks and rights.</p> </div> <div style="text-align: center;">  <p>do it together</p> <p>.....</p> <p>We lead in line with The Scope Approach. We work together to achieve shared goals. We build sustainable and ethical partnerships. We support each other. We communicate early and honestly. We share responsibility for safety.</p> </div> <div style="text-align: center;">  <p>do it right</p> <p>.....</p> <p>We use systems and processes in our work. We deliver quality outcomes safely and on time. We understand risks and opportunities. We are a financially sustainable organisation. We own the consequences of our actions. We take pride in the delivery of our mission.</p> </div> <div style="text-align: center;">  <p>do it better</p> <p>.....</p> <p>We develop creative solutions. We review and continually improve. We understand what is working and what is not. We seek and respond to feedback. We build capacity in all that we do. We are a leader in safety.</p> </div> </div>

POSITION DESCRIPTION



Key Function	Key Accountabilities, Responsibilities & Deliverables
Service Provision	<ul style="list-style-type: none"> Lead the implementation of Scope's Policy Governance Framework and supporting document control processes across the business. Oversee the review/realignment of Scope's policies and supporting documents and prioritise the redevelopment work assigned to the Policy Writer/content owners. Lead the implementation and management of Scope's document control library as part of the Electronic Document and Records Management Project. Train and advise the business regarding the development and approval of documentation within the scope of the Policy Governance Framework. Monitor currency and ownership of controlled documents. Advise the business in relation to updating or creating new policies and supporting documentation.
Growth Delivery	<ul style="list-style-type: none"> Support the Knowledge Manager in the implementation of the Divisional plan.
People Leadership	<ul style="list-style-type: none"> Embed the responsibilities of document owners and authors in relation to the management and review of policies and supporting documentation. Manage the prioritisation of the Policy Writer's schedule of work and monitor the quality of that work. Work closely with the Internal Communications team and document owners in relation to the publishing of documents.
Workplace Health and Safety	<ul style="list-style-type: none"> Responsible for compliance with Scope's policies and procedures and strive for best practice in the provision of a safe workplace for all.

Selection Criteria	
Qualifications & Knowledge/Experience	<ul style="list-style-type: none"> Demonstrated experience in leading policy review and management. Demonstrated understanding of document control processes and systems. Demonstrated experience implementing SharePoint/ MS Teams or other document management system. Understanding of the NDIS practice standards. Ability to manage conflicting priorities ensuring attention to detail. Demonstrated stakeholder engagement, project and change management experience.
Behavioural Competencies	<ul style="list-style-type: none"> Critical thinking, problem solving and decision-making skills. Systems thinking. Ability to build and maintain effective relationships with a variety of internal and external stakeholders. Cooperates and works well with others in pursuit of team and organisational goals. Strong written and verbal communication skills. Ability to oversee the overall policy architecture whilst also having a strong attention to detail.
Licenses & Accreditations	<ul style="list-style-type: none"> Current Police Check for disability sector work. Current working with Children Check or be willing to obtain. Must satisfy all visa requirements for working in Australia. Motor vehicle driver's license.

Authorisation:

This Position Description has been reviewed and approved by the Chief Customer Experience, Risk and Compliance Officer is effective from 09/08/22.

People & Culture

Job Evaluation Completed: _____ Position Created: Dec 2021

Organisation Hierarchy Amended: _____