

Position Description

Position title:	Quality and Service Delivery Coordinator (Permanent part-time position 30 hours per week)
Reporting to:	Programs Manager
Performance review periods:	3 and 6 months
Remuneration:	Level 5 SCHADS (\$41.45 per hour)
Award:	<i>Social, Community, Home Care and Disability Services Award 2010</i>

1. The Organisation

Inala Youth Service (IYS) is a for-purpose, community benefit organisation committed to providing early intervention, preventative and intensive strategies which meet the immediate needs of young people and their families whilst supporting empowerment and the ability to make informed future decisions. Purposeful support, information and referral are provided to deliver crime prevention, community development, mediation, counselling, advocacy, accommodation and housing options, school support and education awareness, employment and training options, referrals for other services and information about community support and activities.

Formed in 1986 and incorporated in 1988, IYS is managed by a voluntary Board who ensure good governance and oversee adherence to mission, vision and values, compliance and finances.

IYS is certified under the Human Services Quality Framework (HSQF) and the National Regulatory System for Community Housing (NRSCH).

2. The position

Working closely with Program Managers and service delivery staff, the Quality and Service Delivery Coordinator (QSDC) will take a lead role in coordinating, documenting and communicating IYS's commitment to safety and quality in our service delivery practice. Key to success in this role is knowledge of quality standards / frameworks (particular the HSQF and the NRSCH), and the ability to apply this knowledge in the day-to-day running of IYS services.

The QSDC will support IYS' service delivery staff to develop, review and apply relevant policies and procedures to address issues that arise in their work with clients. This role provides direct supervision to Access and Engagement, Outreach and School-based staff.

The QSDC will work with the CEO, Programs Managers and other relevant staff to ensure IYS' compliance with necessary legislative and regulatory requirements, and to develop and review policies, procedures and work instructions.

3. Working hours and conditions

This is a part-time role working 30 hours per week. Hours of work will be negotiated with the successful applicant.

The role will be based at IYS' head office at 79 Poinsettia St. Inala, although work from other IYS sites may be required.

IYS staff are entitled to leave in accordance with the *Social, Community, Home Care and Disability Services Award 2010*.

As a Public Benevolent Institution, IYS is able to offer staff an optional salary packaging arrangement.

IYS is committed to ongoing staff development and workers are encouraged to participate in relevant training and workshops through arrangement with their supervisor. The QSDC is provided with internal supervision by the Programs Manager, and may also attend professional external supervision with prior approval.

Position Description



4. Organisational relationships

The Quality and Service Delivery Coordinator will develop productive and collegial working relationships with IYS staff, students and volunteers and participate in organisational meetings, the annual general meeting, and other organisational training and meeting days, activities and events, as requested.

5. Responsibilities

The following are the specific responsibilities of the role:

5.1 Quality Management Coordination

- Ensure that the delivery of programs and services within IYS is undertaken in line with agreed quality indicators and assessment measures for all relevant Standards.
- Work with relevant internal stakeholders to develop, implement and review policies, procedures and supporting documents.
- Support service delivery staff to identify and apply relevant organisational policies and procedures in their everyday practice.
- Coordinate / support organisational processes including internal and external audits, evaluation and improvement activities.
- Drive IYS' commitment to continual improvement by being the organisational quality 'champion' and ensuring that quality, risk and safety are considered in all initiatives.
- Monitor quality-related registers such as Incident, Feedback, Compliance, and Asset to identify opportunity for improvements.
- Assist with reports and collation of data for internal and external reporting, assisting with tender preparation, etc.

5.2 Service Delivery Coordination

- Participate in the development and preparation of short-term and long-range plans and budgets based on broad organisation goals and objectives.
- Support service delivery staff in undertaking activities that assist in achieving organisational goals and objectives
- Support service delivery staff to work within the annual budget and program/project budgets in conjunction with Programs Managers.
- In consultation with Programs Managers, be responsible for coordination of staff and resources to ensure successful delivery of projects and activities.

5.3 Staff Supervision

Provide supervision for the Access and Engagement, Outreach and School-based staff. This includes:

- Informal contact and structured regular supervision
- HR processes such as leave approvals, training requests, performance reviews and feedback etc.
- Participate in recruitment, selection and induction processes for these positions, as required
- Coordinate outreach/casual staff allocation to projects/activities as required

5.4. Risk Management / Workplace Health and Safety

- Maintain familiarity with IYS' legislative and regulatory context and assist the CEO and Board to maintain compliance

Position Description

- Be familiar with, and comply with, all IYS policies and procedures
- Assist with risk assessment and risk management planning
- Take all necessary steps to control and minimise all relevant risk to self, other employees, contractors, clients, and the general public, as well as to personal, IYS, public and private property, when undertaking any IYS employment-related functions.
- Participate in the induction of new staff/consultants inductions, where required.

5.5 Contribute positively to organisational outcomes

- Ensure that personal conduct is ethical and consistent with IYS' Code of Conduct and organisational values (Evolving, Accountable, Committed, Engaging)
- Meet outcomes of agreed work plans
- Ensure prompt, accurate and courteous customer service
- Demonstrate a high level of commitment to the values of the organisation
- Ensure that the mission, policy, aims and objectives of the organisation are met, and operate in compliance with the IYS Code of Conduct, and all organisational policies and procedures, and in compliance with IYS' contractual obligations at all times
- Provide reports to the Programs Manager and CEO as required, and contribute to the annual report as needed for presentation at the annual general meeting
- Work autonomously and manage own time and workload
- Act in and/or support other roles that are commensurate with skills, experience and or training.

6. Selection Criteria

- (a) Ability to develop policies, processes and systems that support high quality, client-focussed, flexible service delivery.
- (b) Experience in coordinating service delivery activities designed to flexibly and creatively meet the needs of a diverse client group.
- (c) Proficiency in information, communication and technology systems and practices including Office 365 suite, particularly SharePoint and Excel.
- (d) High level communication skills (both written and verbal) and the ability to build rapport and adapt skills according to the audience or target group involved.
- (e) Knowledge of, or the ability to rapidly acquire knowledge of, external certification Standards (HSQF and NRSCH) and a demonstrated commitment to continual quality improvement processes through effective quality management systems.
- (f) Ability to analyse data to identify improvement opportunities and work collaboratively with others to develop effective responses to these.
- (g) Ability to establish and meet deadlines and prioritise tasks in a busy work environment.

Minimum Qualifications, experience and references

- Minimum: Relevant undergraduate qualification (e.g. Social Work, Human Services, Youth Work, Community Development) from a recognised University
- Minimum: Two years' experience in a similar coordination role including supervision of staff.
- Required: Experience monitoring quality and compliance within a community services context.
- Experience working with, or a sound understanding of, working with children, young people and families, working with people from Aboriginal and Torres Strait backgrounds and people from culturally and linguistically diverse backgrounds.
- Working with Children Suitability Card / Blue Card or the ability to procure one.
- Three relevant referees, including your most recent supervisor.

Position Description



Attributes

- Genuine enjoyment of working within a skilled and dynamic team to identify and work towards achievement of organisational goals
- Self-reflective and critical thinking skills
- Personal drive and integrity
- Effective consultative and collaborative working attitude and approach
- Flexible, self-directing, inclusive, respectful, ethical, accountable
- Committed to a learning culture and ongoing professional development

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