

Position Description

Position Details

Position:	Training and QA Officer		
Award:	Social, Community, Home Care and Disability Services industry Award 2010		
Fixed/Continuing:	Ongoing	Probation period:	6 Months
Level:	4.1	Work Base:	Mount Barker
Reports To:	Senior Coordinator – QA Senior Coordinator – HR	Direct Reports:	NA
Context:	<p>HCO Disability and Community Services is committed to ensuring that the values of the association are upheld through the provision of a professional, client centred service by:</p> <ul style="list-style-type: none"> • Valuing the uniqueness of the individual • Promotion of community inclusion • Promotion of social equality • Provision of a continuous learning environment for all 		
Position Objectives:	<p>To maintain and action the HCO Staff training Plan and Schedule including research, bookings, compliance management and to provide timely and effective business support to the Senior QA Coordinator to facilitate HCO meeting contractual, legislative and regulatory compliance and providing quality services to clients in line with organisational values .</p>		
Key Responsibilities:	<ul style="list-style-type: none"> • Management of the HCO Training Plan, Training Schedule, Training Matrix and Preferred provider list • Provide support to the Senior QA Coordinator to facilitate HCO meeting contractual, legislative and regulatory compliance requirements • Any other duties commensurate with your level and skill set 		

Key Working Relationships:

Internal:

- CEO
- General Manager
- Executive Leadership Team
- Coordinators
- Team Leaders
- Support Staff

External:

- HCO Board Members
- Clients and their families
- Key stakeholders including Government Officials

Special Conditions:

Successful DHS screening and background checks
Current SA Drivers licence
NDIS worker orientation Module

Position Description

Responsibility

QA Support to the Senior QA Coordinator

- Maintaining the standard, quality and requirements of the businesses products or service inclusive of documentation and records
- Assist in development of audit plans, audit schedules
- Assist with the development of internal auditing/testing parameters
- Participate in quality audits
- Assist in development of and present audit report and outcomes
- Assist with follow-up audits, as required
- Evaluate business processes for compliance with quality, regulatory and legislative requirements
- Identify opportunities for improvement and make recommendations / submissions
- Maintain incident reporting database and escalate incidents and actions in accordance with policies and procedures

- Support reporting and monitoring requirements for quality, safety and risk under direction of Senior Coordinator QA

Management of Staff Training

- Maintain HCO Training Plan
- Maintain HCO Annual Training Schedule ensuring all delivered training is recorded accurately and within allocated budget allocation
- Maintain HCO Training Matrix
- Maintain HCO Preferred Provider List including compliance/ insurance credentials of preferred training organisations
- Booking of External Training providers and external training facilities as required
- Facilitating the bookings, trainers, facilities and attendees for internal training sessions
- Ensure Staff maintain current credentials and provide reports on request

Undertake delegated projects commensurate with skill set and Level

As delegated by the Senior Coordinator HR and Senior Coordinator QA

Core Capabilities

Communication:

- High level of communication skills written and verbal
- Keep accurate and complete records in accordance with HCO's policies and procedures
- Communicate in a manner that is consistent with HCO values
- Understanding of the importance of confidentiality in the role
- Ability to provide feedback and clearly identify improvements

Service Improvement:	<ul style="list-style-type: none"> • Provide ideas for improvement and constructive input into change initiatives • Regularly review own work practices to identify areas for improvement • Take personal responsibility to resolve or manage up about enquiries, requests or complaints specific to the role in accordance with HCO's policies and procedures
Flexibility and Adaptability:	<ul style="list-style-type: none"> • Adapt positively to changes in the environment and work demands • Demonstrate flexibility in thinking. • Show flexibility in coping with multiple and changing priorities
Team Working:	<ul style="list-style-type: none"> • Develop and maintain productive relationships with peers, and organisational teams • Attend and actively participate in team meetings, sharing ideas and contributing to discussions • Recognise the differing contributions of others in the team
Work Health & Safety:	<ul style="list-style-type: none"> • Comply with legislation and HCO's WHS policies, procedures and practices to maintain the health and safety of yourself and others • Participate in WHS related training, safety briefings and updates as required • Actively take responsibility for a safe working environment, reporting all incidences, near misses or any unsafe working practices
Financial:	<ul style="list-style-type: none"> • Adhere to all financial processes and policies

Key Outcomes

Requirements:	<ul style="list-style-type: none"> • Maintaining positive relationships with key stakeholders • Business administration tasks are completed accurately and effectively within agreed timeframes • Strong ability to prioritise with limited supervision and provide supportive and professional services • Strong organisational skills for preparing documents, collecting and analysing data • Ability to problem solve and an aptitude for detail
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Selection Criteria

Essential:	<p>Qualifications</p> <ul style="list-style-type: none"> • Certificate level qualifications in administration or business discipline
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Experience:

- Previous experience in a Training and/or Quality Assurance role
- Excellent communication both written and verbal , including a high level of interpersonal skills that demonstrate respect, integrity and honesty
- Results focus demonstrating excellent time management and organisational skills
- Demonstrated administrative experience, including well developed proficiency with Microsoft Office Suite in particular Word and Excel

Knowledge:

- Working knowledge of statutory, regulatory, legal and legislative requirements relevant to the workplace
- The importance of confidentiality in the workplace
- Practical understanding of Governance Principles
- Have a strong, thorough knowledge of established quality and WHS standards

Desirable:

Qualifications:

- Diploma level qualifications in administration or business discipline

Experience:

- Experience in the community services, disability or aged care sector
- Working in a not for profit or service orientated environment
- Quality Auditing Experience

Approval

Name:



Sue Horsnell

Position:

CEO

Approval Date:

30 June 2020

Approval Review
Date:

30 June 2020