

Position Description

Position Details

Position:	Coordinator- Special Projects		
Award:	Social, Community, Home Care and Disability Services industry Award 2010		
Fixed/Continuing:	2 Year contract with possible Extension – tenure dependent on funding allocation (FTE to be negotiated with successful candidate minimum .6)	Probation period:	6 Months
Level:	6	Work Base:	Mount Barker
Reports To:	Senior Coordinator- Quality Assurance	Direct Reports:	0
Context:	<p>HCO 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"> o Valuing the uniqueness of the individual o Promotion of community inclusion o Promotion of social equality o Provision of a continuous learning environment for all 		
Position Objectives:	<p>Reporting to the Senior Quality Assurance Coordinator, the Coordinator-Special Projects is responsible for</p> <ul style="list-style-type: none"> • The operational set up, submission coordination, preparation and project management of all/any information requests from Royal Commission into Violence, Abuse, Neglect and exploitation of people with disability (RC) • The operational set up, submission coordination, preparation and project management of all/any information requests from any regulatory body o Contribute to the development and review of the quality management system and documentation/policy suite 		

Key Responsibilities:

- o Establish an administrative framework to manage internal and external requests for information
- o Research, contribute to and prepare papers as directed for external stakeholders including the Royal Commission
- o Manage any internal regulatory body including the RC response process (i.e. terms, scope, and operating model) with supporting workflows, processes and systems to enable HCO to appropriately respond to all queries.
- o Coordinate Project related Communications Strategy/Plans working collaboratively with internal and external providers
- o Prepare information for the Board and CEO
- o Under the direction of the Senior Coordinator Quality Assurance contribute to the evaluation, review and ongoing development of the HCO quality management system and documentation/policy suite
- o Any other duties commensurate with your level and skill set.

Key Working Relationships:

Internal:

- o HCO Executive
- o Corporate Services Teams
- o Client Services Leadership
- o Team Leaders
- o Staff
- o Volunteers

External:

- o Royal Commission (RC) and other Regulatory Bodies
- o Government and Non-Government Agencies
- o Clients & Families

Special Conditions:

- o Successful DHS Worker Screenings
- o NDIS Worker Orientation Module
- o Out of hours work as required
- o Attendance at intra-state and interstate conferences and meetings as required
- o Hold a current SA Driver's License

Position Description

- o Using Project Management tools establish the HCO internal Royal Commission (RC) process (i.e. terms, scope, and operating model) with supporting workflows, processes and systems to professionally respond to and develop Organisational responses and submissions
- o Conduct a high level gap analysis to determine key priorities as they pertain to the RC terms of reference and any/all requests for information
- o Educate internal stakeholders to understand the workings of the RC and maintain effective and responsive communications and support
- o Ensure efficient management and completion of all project tasks
- o Contribute to issues resolution and escalation to achieve timely, practical solutions
- o Liaise with external parties for all requests with activity managed through the project register
- o Coordinate Communications Strategy/Plans working collaboratively with internal and external providers
- o Work with Senior Executive, to coordinate and facilitate information requests including reporting for key stakeholders (internal & external)
- o Liaise with ICT in relation to quality data extraction, reporting and record digitisation deliverables
- o In undertaking duties apply an Understanding of the National Disability Insurance Scheme and the NDIS Quality and Safeguards Framework
- o Apply WHS legislation and create and manage a safe work environment
- o Work collaboratively with peers and colleagues, across the organisation, to achieve organisational objectives with the Quality Assurance business unit including the review and development quality management system and documentation/policy suite
- o Contribute to existing and new organisational wide projects

Core Capabilities

Communication:

- Coordination & preparation of high level submissions
- Communicate requirements and facilitate dissemination of information and assist understanding of Royal Commission or any other sector inquiry requirements and outcomes to key business stakeholders
- Use high level written and verbal communication skills to ensure meanings are understood
- Create comprehensive reports or other documents.
- Communicate in a manner that is consistent with HCO values

Service Improvement:

- Manage Project Register and coordinate project processes and deadlines
- Support continuous improvements projects that help meet Strategic Objectives
- Identify, develop and evaluate improvements to organisational policies, procedures and practices

Flexibility and Adaptability:

- 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:

- Work collaboratively with peers and colleagues, across the organisation, to achieve organisational objectives

Work Health & Safety:

- Ensure the safety of self and others in accordance with legislation and HCO's WHS policies and procedures
- Participate in WHS related training, safety briefings and updates as required

Financial:

- This position operates within the Financial Delegations Matrix
- Adhere to all financial processes and polices including approvals and processing procedures

Leadership:

- Display appropriate leadership and communication skills to facilitate engagement and cooperation across HCO business units

Strategy and Planning:

- n/a

People Development:

- n/a

Key Outcomes

- Requirements:
- o Operational set up, submission coordination, preparation and project management of all/any information requests from the Royal Commission
 - o Ensure that HCO meets timelines in relation to any requests for information from regulatory bodies
 - o Contribution to the ongoing review and development of the HCO document/policy suite and quality assurance processes/system.

Selection Criteria

Essential:

Qualifications:

- o Relevant tertiary qualification in Business or related field and significant industry experience in Quality Assurance, Policy development and/or Legal or regulatory compliance

Experience:

- o Experience in compliance management, government, investigatory, project management and policy development.
- o Understanding of the frameworks around ethical standards, legislation and investigative powers.
- o High level problem solving, research and analytical skills for data discovery and reporting including the ability to make appropriate recommendations
- o Excellent verbal and written communication/ report writing and interpersonal skills, including the ability to communicate effectively with people from diverse backgrounds.
- o Highly organized, with exceptional attention to detail and the ability to work independently and as part of a team
- o Excellent rapport building and multi-level stakeholder management skills.
- o Ability to manage and self-motivate, work collaboratively in a team environment and across an organisation
- o Ability to think strategically, provide direction, make effective, timely decisions and to deal with issues of a sensitive nature

Knowledge:

- o Understanding of the Royal Commission
- o Knowledge and understanding of the National Disability Insurance Scheme and the NDIS Quality and Safeguards Framework.
- o Understanding of legislation pertinent to the statutory requirements for Disability Service Standards, WH&S, Equal Opportunity and Anti-Discrimination

Desirable:

- o Proven project management skills and achieving deliverables
- o Demonstrated ability to keep comprehensive and accurate records in a multidisciplinary environment
- o High level demonstrated understanding and skilled use of the Microsoft Office Suite

Approval

Name:

Sue Horsnell

Position:

CEO

Approval Date:

25th June 2020

Approval Review
Date:

25th June 2022