

## POSITION DESCRIPTION



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| <b>Department:</b> Shared Services  |
| <b>Position:</b> Project Officer – Compliance and Quality   |
| <b>Position Level:</b> Community Services Worker classification level 4 (as per Northside's Enterprise Agreement) |
| <b>Reports to:</b> Compliance and Quality Manager   |
| <b>Employment Specifics:</b> Full-Time, Fixed-Term (12 months with possibility of extension)                      |

### NORTHSIDE COMMUNITY SERVICE VISION, MISSION AND VALUES

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|--|---------|-----------|--------|------------|---------------|
| <b>Vision:</b> A community where everyone matters and has the opportunity to fulfil their potential.   |         |           |        |            |               |
| <b>Mission:</b> Provide exceptional early learning that gives the strongest start in life to children, and work with extraordinary people to strengthen their connection and access to home and community. |         |           |        |            |               |
| <b>Values:</b>   | Courage | Integrity | Choice | Innovation | Collaboration |

## POSITION OBJECTIVE

Under the direction of the Compliance and Quality Manager, the Project Officer will support monitoring and continuous improvement in compliance and quality systems across Northside to ensure Children's Services, Aged Care, Housing and Engagement are continually monitored for compliance against the governing legislations and regulations (specifically, National Quality Framework (NQF), Aged Care Quality and Safety Commission (ACQSC), Housing Standards).

## KEY RESPONSIBILITIES AND DUTIES

- Support Children Services, Aged Care, Housing and Engagement to ensure compliance with Northside policies and procedures at all times.
- Conduct and drive Northside's audit and self-assessment processes to support compliance with relevant Law and Regulatory requirements.
- Provide administrative, technical and other support as required to ensure ongoing quality improvement in Northside's delivery of Children Services, Aged Care, Housing and Engagement.
- Assist the Nominated Supervisors (Centre Directors) and Senior Managers and Executive Director in matters relating to compliance and quality.
- Continue to drive a high performing culture, with a commitment to and focus on continuous improvement;
- Work collaboratively with teams across Northside and external professionals/agencies.
- Demonstrate strong leadership support skills and work according to Australian Laws and Regulations.
- Keep up to date with relevant developments in the early childhood education, aged care, inclusion, housing and community development sector.

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| Reviewed by HR |  | Review Date | 8/10/2021 |
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- High level business administrative tasks, including producing high quality, timely reports.
- Undertake other relevant duties as directed, consistent with the employee's skill, competence, and training.
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- Apply and uphold principles of equity and anti-discrimination in the workplace and adhere to organisational and legislative Health, Safety and Environment requirements.

## **ESSENTIAL SKILLS, KNOWLEDGE AND EXPERIENCE**

1. Strong knowledge of the operational requirements of the National Quality Framework (NQF).
2. Demonstrated experience in a leadership role in the early education, or aged care sector.
3. A strong ethic of working in support of Nominated Supervisors and Senior Managers as they undertake their legal requirements under relevant Law and Regulations.
4. Strong organisational and time management skills including the ability to manage competing and/or changing priorities, and deliver to deadlines.
5. Proven team oriented approach to work, with demonstrated ability to work collaboratively and co-ordinate information flows within the team and with other business areas.
6. Well-developed communication and interpersonal skills and the ability to interact positively with a wide variety of stakeholders with the confidentiality, professionalism and discretion required in a HR function.
7. Strong written communication skills with excellent attention to detail.
8. Good research, analytical and problem solving abilities.
9. Advanced proficiency in Microsoft Office Word, Excel, Outlook, PowerPoint and Publisher.

## **QUALIFICATIONS AND/OR TRAINING**

- Relevant tertiary qualification in Early Education, Community Services or similar field with relevant experience; or
- Associate Diploma in Early Educator, Community Services or similar field with relevant experience (at least 3 years).
- Full driver's licence.

## **PHYSICAL REQUIREMENTS/ WORK ENVIRONMENT**

- Prolonged periods of sitting at a desk and working on a computer.
- Occasional lifting, manual handling tasks (e.g. lifting/moving archive boxes).

## **GENERAL EMPLOYMENT INFORMATION**

Northside Community Service is a child-safe organisation. We actively promote the safety and wellbeing of children and all Northside staff are committed to protecting children from abuse or harm.

Northside Community Service is an Equal Opportunity Employer. We value diversity and are committed to workforce diversity and equal opportunity. We recognise that the provision of supportive, safe and harassment free workplace is essential to high performance and promote flexible work, diversity and safety.

All Northside staff and volunteers are required to:

- Act at all times in accordance with the Code of Conduct and all relevant policies and procedures
- Comply with the work health and safety policy & procedure
- Undertake a national police check prior to commencement and every 3 years thereafter
- Undertake screening for suitability to work with children, youth and vulnerable people
- Comply with the National Principles for Child Safe Organisations, the Reportable Conduct Scheme for the ACT and other relevant legislative requirements

## SIGNATURE

Employee signature below indicates the employee's understanding and acceptance of this position description.

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|--------------------|--|------|--|
| Employee Name      |  | Date |  |
| Employee Signature |  |      |  |