



POSITION PROFILE

PART A: POSITION DESCRIPTION

Position Title:	Quality Coordinator	Location:	Frenchs Forest
Group:	People, Quality and Communications	Reports to:	Manager, Quality & Compliance

Organisation Purpose

A different brilliant[®] - Understanding, engaging and celebrating the strengths, interests and aspirations of people on the autism spectrum.

Vision	Mission	Values
The best opportunities for people on the autism spectrum	We work with people of all ages on the autism spectrum, delivering evidence-informed solutions that are person-centred, family-focused & customer-driven.	We are passionate about people, about being positive and about what's possible

Team Purpose

The Quality & Compliance team is responsible supporting the delivery of high quality programmes and policy and practice that meet legislative obligations, industry standards and current best practice.

Position Purpose

To support Aspect managers to provide high quality, person centred and family focused services and to support managers in the engagement of quality & compliance management processes through coordinating the operational processes of Aspect's quality management systems. This includes:

- Administration and implementation of Aspect's annual internal quality inspections schedule;

- Quality System/s administration – policy framework administration, quality & risk system software support and Quality & Compliance team intranet administration

Outcomes

Key Result Area	Requirements & Expectations	Success Indicators
Audit & Inspections Initiatives	<ul style="list-style-type: none"> • In consultation with the Quality & Compliance manager, develop annually the schedule of internal quality inspections as required by external compliance and business unit priorities. • Conduct the quality inspections onsite or remote via desktop as required in line with the quality annual internal audit & inspection schedule • Complete and provide a report on quality inspections to the relevant manager and Quality Systems Business Partner in a timely manner. • Assist Aspect in preparing for external audits & support gap analysis audits as required. • Keep abreast of legislative changes related to state and national quality standards for disability and education, across all relevant jurisdictions. 	<ul style="list-style-type: none"> • The internal annual quality inspections schedule is in place to meet current business and external compliance needs • Quality inspections are completed to a high standard and reported against in line with the approved audit schedule • Internal quality inspections are logged in Aspect's quality management system, and show evidence for compliance, and whether documentation control procedures are adhered to. • Support managers to identify remedies to general compliance issues found in quality inspections, and escalate complex compliance issues to QSBP as required.
Policy Framework Coordination	<ul style="list-style-type: none"> • Work with the manager of Aspect's Policy Framework to coordinate and administer the review cycles of the policy framework documents. • Complete the administration and document control of policy framework documents in Aspect's policy framework register, including assisting with communication of new and updated documents; and uploads to website, intranet and printing of quality resources; as instructed by manager of Aspect's Policy Framework. • Undertake to complete any other policy framework related administration, communications, development of resources and reviews of system effectiveness, as directed by the Aspect Policy Framework manager. 	<ul style="list-style-type: none"> • All documentation is up to date and approved as per the Policy Framework Procedure • The policy framework register and published documentation on the intranet and quality management system are up to date and document controlled • Processes are completed in a timely manner

Quality & Compliance Systems Support	<ul style="list-style-type: none"> • Coordinate the Quality System/s (RiskMan or approved alternative) administration, including system configuration, user administration, templates permissions; alerts management and other business as usual administration as required. • Coordinate the implementation and testing of approved updates, enhancements & maintenance delivered by the system vendor • In collaboration with the Quality and Compliance team, ensure system integrity and efficiency is maintained at all times. • Provide a high quality level of response to Aspect Assist help-desk tickets and support resolution for the Quality System/s, and escalate to the vendor of external software as required. • Maintain the Quality team intranet pages to assist organisational access to the quality system and team supports (including assisting with policy framework links from other pages), and update as required. 	<ul style="list-style-type: none"> • The Quality System/s is/are sufficiently administered for all functionality, permissions and access • New features and functions within the Quality System/s are operational and competently in use across Aspect • Aspect Assist help-desk tickets are resolved to a high level of satisfaction and in a timely manner • Quality team intranet page is up to date
Quality & Compliance Projects	<ul style="list-style-type: none"> • Support Quality & Compliance team projects to meet the achievement of Aspect's strategic and business plan, and/or associated risk actions, as required 	<ul style="list-style-type: none"> • Quality team projects achieve their outcomes against the Quality & Compliance Business plan and / or associated risk actions
Safeguarding the People We Support	<p>Aspect is committed to providing an environment free from abuse, neglect and exploitation of the people we support. Staff are expected to:</p> <ul style="list-style-type: none"> • Complete mandatory Code of Conduct training and implement into day to day operations and practice • Be vigilant and maintain a heightened sensitivity to recognising signs of abuse, neglect or exploitation and escalate/report those signs/concerns 	<ul style="list-style-type: none"> • Demonstrated evidence that Aspect's values and Code of Conduct are understood and practised in all aspects of work • Completion of Code of Conduct on-line training
Work Health, Safety & Welfare Requirements	<p>It is a requirement for all staff to:</p> <ul style="list-style-type: none"> • Take reasonable care for their own health and safety • Comply, so far as the worker is reasonably able, with any reasonable instruction that is given by the person conducting the business or undertaking to allow the person to comply with legislative requirements. 	<ul style="list-style-type: none"> • Low or no reported incidents in work environment. • Work, Health & Safety matters are included as part of regular meetings.

	<ul style="list-style-type: none"> • Report unsafe conditions or practices, and make suggestions to their manager on improving work, health & safety at Aspect. • Support line Managers in understanding their Duty of Care in the health, safety and welfare of their students/participants and ensure they are treated with dignity and respect. • Participate in the staff consultation process about work health & safety matters. 	<ul style="list-style-type: none"> • Identified hazards, issues or risks are evaluated and appropriate management controls applied.
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PART B: POSITION CRITERIA

Qualifications	<ul style="list-style-type: none"> • Relevant tertiary qualification in education, disability, community services or quality management in the human services sector; OR • At least 3 years of experience in an education, disability services or human services quality management environment.
Knowledge & Experience	<ul style="list-style-type: none"> • Relevant experience in either operational or compliance support in the education or disability sector • Experience in internal audit / analysis in a human services (community, disability, youth, social, health) or education environment is desirable. • People with a lived experience of disability are welcomed.
Job Requirements	<ul style="list-style-type: none"> • Willingness to learn about education or disability sector quality practice requirements (whichever is currently unknown to the applicant) • Excellent interpersonal and communication skills verbal and written • Excellent attention to detail • Ability to prioritise and meet deadlines • Ability to work independently and as part of a team • Process minded and good organisational skills • Excellent attention to detail • Well-developed IT literacy and software including Microsoft Office 2010 and quality / risk management software (desirable) • Own car, current NSW driver licence • Ability to undertake frequent travel to metropolitan, regional areas and interstate • National Police Check & Working With Children Check

PART C: APPROVED BY

Position Approved by: _____ (Date) _____

PART D: ACKNOWLEDGEMENT OF INCUMBENT

I have read and understood the requirements of the position

Name: _____ (Date) _____