

	<b>Position Title:</b> Quality and Audit Officer	<b>Team:</b> Quality - Organisational Effectiveness		<b>Region:</b> Central <b>Office:</b> Richmond
	<b>Supervisor:</b> Director, Quality	<b>Delegations and Authorities:</b> In Line with Delegations Policy	<b>Band:</b> C BM 61 - 63	<b>Date Completed:</b> July 2019

OUR VISION AND PURPOSE	ROLE CONTEXT
<p><b>We believe children, young people and families should be safe, thriving and hopeful.</b></p> <p><b>Our Vision for 2022: Together we will courageously change lives and reimagine service systems.</b></p> <p>For over 140 years, Berry Street has adapted to a changing world, and we will continue to adapt to achieve our purpose.</p> <p>Berry Street will continue to be a strong and independent voice for the children, young people and families with whom we work. In collaboration with others, we will advocate for investment in early intervention and prevention services that enable families to be safe and stay together. We will use approaches that are culturally safe and informed by the best evidence available. We will measure and learn from the impact of our work, and we will continually contemporise our models of practice.</p> <p><b>We look forward to working with children, young people, families, carers, staff and partners to achieve this vision. Together.</b></p>	<p>The Organisational Effectiveness team consists of two streams: Quality and Knowledge and Outcomes. The team resources and supports Berry Street's programs across Victoria.</p>
OUR VALUES	PRIMARY OBJECTIVES OF THE ROLE
<p><b>We expect all staff to apply these Values in all aspects of their work.</b></p> <p><b>Courage:</b> to never give up, maintain hope and advocate for a 'fair go'</p> <p><b>Integrity:</b> to be true to our word</p> <p><b>Respect:</b> to acknowledge each person's culture, traditions, identity, rights, needs and aspirations</p> <p><b>Accountability:</b> to constantly look at how we can improve, using knowledge and experience of what works, and ensure that all our resources and assets are used in the best possible way</p> <p><b>Working Together:</b> to work with our clients, each other and our colleagues to share knowledge, ideas, resources and skills</p>	<p>The Quality and Audit Officer works to:</p> <ul style="list-style-type: none"> <li>• Monitor respond and coordinate complaints and feedback</li> <li>• Maintain the Quality Improvement Register</li> <li>• Support the implementation of Berry Street compliance obligations</li> <li>• Maintain the quality operational manuals</li> <li>• The administration and maintenance of Berry Street's ERIN system (Risk Man)</li> <li>• Coordinate and manage the administration of internal audits</li> <li>• Coordinate and manage the administration of external audits</li> <li>• Construct reports and analyze data to monitor trends in complaints and feedback and quality improvements</li> <li>• Support the delivery internal training and support the development of training material</li> <li>• Complete projects as per the request of the Executive Director of Organizational Effectiveness and/or the Director of Quality</li> </ul>
	REPORTING RELATIONSHIPS
	<p>This role is based at our Richmond Office will travel to our regional offices as required.</p> <p>This role reports to the Director, Quality who will provide supervision and review.</p>

EXPECTATIONS	
<ul style="list-style-type: none"> <li>• Conduct oneself in accordance with the Berry Street Code of Conduct which is underpinned by the values of accountability, courage, integrity, respect and working together within the principles of continuous improvement and occupational health and safety.</li> <li>• Berry Street is committed to diversity and inclusion. We aim to ensure every individual is treated with dignity and respect regardless of their cultural background, ability, ethnicity, gender identity, sexual orientation, spirituality or religion.</li> <li>• Berry Street supports White Ribbon, Australia's campaign to stop violence against women. There is an expectation that staff never commit, excuse or remain silent about violence against women.</li> <li>• Berry Street is committed to being a child safe, child friendly and child empowering organisation. In everything we do we seek to protect children. We are committed to the cultural safety of Aboriginal and Torres Strait Islander children; children from culturally and/or linguistically diverse backgrounds; children with a disability; children who identify with a sexual and or gender minority identity.</li> </ul>	
KEY SELECTION CRITERIA: KNOWLEDGE, SKILLS AND ABILITIES REQUIRED TO FULFIL THE ROLE	
<ul style="list-style-type: none"> <li>• Excellent written and oral communication skills (including public speaking, presentations and facilitation skills).</li> <li>• Demonstrated ability to flexibly manage competing priorities and stressful situations, monitoring own stress levels and practising and promoting self-care strategies.</li> <li>• Demonstrated experience in coordinating complaints and feedback</li> <li>• Demonstrated experience in supporting continuous improvement</li> <li>• Demonstrated experience supporting audits within the community services sector in children services, health or disability.</li> <li>• Demonstrated experience in data analysis and reporting</li> <li>• Demonstrated experience in delivering training</li> <li>• Ability to work cohesively with a range of internal stakeholders, including senior and operational staff located across a number of locations</li> </ul>	
QUALIFICATIONS AND OTHER REQUIREMENTS	DESIRABLE
<ul style="list-style-type: none"> <li>• A minimum Bachelor qualification in Quality Management, Information Management or Project Management</li> <li>• Staff must hold a valid WWCC, current drivers licence at all times and undergo a Criminal Records Check prior to employment. Subsequently, staff must report any criminal charges or court appearances.</li> </ul>	<ul style="list-style-type: none"> <li>• Understanding of the Victorian Health and Human Services Standards, Child Safe Standards and compliance requirements of a registered Community Service Organisation in Victoria</li> <li>• The ability to articulate results and present to a diverse range of internal and external stakeholders.</li> </ul>

## KEY ACCOUNTABILITIES AND RESPONSIBILITIES

ACCOUNTABILITY	SPECIFIC RESPONSIBILITIES
<b>Direct Service Delivery</b>	<ul style="list-style-type: none"> <li>• Support the implementation of the new client services complaint management process</li> <li>• Coordinate the collection complaint and feedback data</li> <li>• Support the complaints and feedback process by supporting development of documentation, developing training resources and engagement with key stakeholders</li> <li>• Support the process of storing, collating appropriating, reviewing and analysing complaint and feedback data</li> <li>• Support the implementation of the Quality and Risk Framework and the Compliance Framework</li> <li>• Complete the administrative function of internal and external audits</li> <li>• Support the process of storing, collating appropriating, reviewing and analysing internal and external audit information</li> <li>• The administration and maintenance of Berry Street's ERIN system, including weekly updates of staff profiles and ensuring the system runs efficiently</li> </ul>
<b>Administration</b>	<ul style="list-style-type: none"> <li>• Build strong working relationships with internal and external stakeholders to ensure objectives of the complaint and management project are achieved</li> <li>• Build strong working relationships with internal and external stakeholders to effectively manage the external and internal audit process</li> <li>• Positive demonstrate behaviours that support the intention of the Quality and Risk Framework and the Compliance Framework</li> </ul>
<b>Program Development</b>	<ul style="list-style-type: none"> <li>• Ensure data captured is maintained and stored with accuracy</li> <li>• Support data analyze of the complaint and feedback data</li> <li>• Support data analysis of internal and external audit findings</li> <li>• Construct reports and analyze data to monitor trends in complaints and feedback and quality improvements</li> <li>• Manage and maintain the Quality Improvement Register</li> <li>• With support from the Quality Director review existing quality operational manuals to ensure these align to program guidelines and compliance requirements</li> <li>• With support from the Quality Director construct quality operational manuals to ensure alignment to program guidelines and compliance requirements</li> <li>• Excellent written and oral communication skills</li> </ul>
<b>Other</b>	<ul style="list-style-type: none"> <li>• Other duties as required.</li> </ul>

## INHERENT REQUIREMENTS OF WORK ACTIVITIES / ENVIRONMENT

Following is a table that outlines the main physical and psychological requirements of the position.

Element	Key Activity	Frequency
<b>Work Environment</b>	Manage demanding and changing workloads and competing priorities.	Daily
	Work in a team environment.	Daily
	Work in different geographic locations.	Regular
	Be exposed to all outdoor weather conditions.	Regular
	Work in unstructured environments (e.g. outreach).	Regular
	Work office hours with the possibility of extended hours.	Regular
	Work on-call after hours.	Regular
	Work in an open plan office.	Daily
	Work in buildings which may be two-storey.	Daily
	Sit at a computer or in meetings for extended periods.	Daily
	Work in an environment with competing demands.	Daily
	Present at court and other jurisdictions.	Occasional
<b>People Contact</b>	Liaise with government, non-government and community organisations.	Daily
	Work with clients who may have a physical or sensory disability.	Regular
	Interact with members of the public who may display the full range of emotional expressions, including parents, partners, significant others, family members, advocates, doctors, police.	Regular
	Interact with clients and members of the public who could display verbal or physically challenging behaviour.	Regular
	Facilitate access to specialist, generic and community services.	Daily
	Undertake training and professional development activities.	Regular
<b>Administrative Tasks</b>	Undertake administrative tasks which may include the following: computer work, filing, writing reports, case notes/plans and client records, participating in meetings, concentrating for long periods of time, managing resources and budget and researching and analysing information and data.	Daily
	Use technology including photocopier, telephones including mobiles, fax, overhead projectors, televisions, videos, and electronic whiteboards.	Daily
<b>Transport</b>	Drive vehicles possibly over long distances and in all traffic and weather conditions.	Regular

	Drive vehicles with possible distractions from client behaviour, verbal or physical.	Occasional
--	--	------------