

## JOB DESCRIPTION

<b>Job Title</b>	Compliance and Review Manager
<b>Department</b>	Social Work
<b>Responsible to</b>	Operations Manager
<b>Hours</b>	37.5 hours per week flexible (must be available for after hours – evening and weekend work)

### **Overall Purpose and Aim of Role:**

To provide a flexible, effective and strategically planned quality, performance and review service in line with statutory and agency requirements and Key Assets vision and values.

**NOTE:** This position covers all Regions supported by Key Assets Queensland. Currently this includes South West Region (Toowoomba), North Coast (Caboolture) and Brisbane and South East Regions. As such the position will include travel requirements to these locations and any future growth locations.

### **Quality, Performance and Renewal Service**

- Manage and supervise the quality and safeguarding performance of the State in accordance with the specific legislative framework, National and State Standards, Key Assets policies and procedures and best practice guidance.
- Co-ordinate and complete the renewal of approval process for foster carers and present the Initial renewal reports to the Key Assets panel and submit to the Department of Communities approving manager.
- Manage the Quality Care Training modules pre and post approval for foster carers.
- Scrutinise all renewal assessments and reviews to be presented to the panel for compliance with regulations, Key Assets' policies and procedures and best practice guidance prior to acceptance onto the agenda.
- Ensure that a training needs analysis of prospective carers is completed and reviewed in line with the renewal process.
- Manage and co-ordinate the complaints procedure and register ensuring compliance with agency policy.
- Ensure that all elements of Corporate Business Risk are audited, monitored, evaluated and that appropriate steps are taken in response to the management of risk.
- Co-ordinate Blue Card, AHM documents, change of circumstances and maintain licencing requirements in the regulation of care.
- Be responsible for the interface with Foster Care Queensland ensuring carers have access to professional guidance and support in line with Key Assets Policies and Procedures when independent support is required.
- Take a lead responsibility in ensuring that actions deriving from internal audits and external licensing inspections are implemented within the State with the endorsement of the local management team and in line with the State Director's strategic priorities.
- At annual intervals review the State's Operational policies and procedures to ensure on-going compliance with legislative and practice changes.
- As Compliance Manager provide practice advice and support to the Social Work team and co-ordinate action plans arising from a Standards of Care investigation and outcome, including co-ordination of the Standards of Care Register.

- Provide training to staff and carers on standards of care requirements and ensure policies and procedures in the regulation of care are reviewed annually and are updated and current.

### **Staff Management Responsibility**

- Where renewals are outsourced supervise contractors and staff members who have responsibility for the completion of renewal of approvals in order to ensure that carers ongoing suitability to foster is scrutinised in line with Regulations, Policies and Procedures and best practice guidance
- Expansion of the team and Management of staff moving forward.

### **Business Management**

- The Compliance and Reviews Manager will be expected to participate in regional management team meetings with the Department.
- Attend departmental and team meetings when required.
- Ensure that the outcome actions of Corporate Risk Management are fed into the Learning and Development strategy.
- Through consultation with key stakeholders, organise, plan, deliver and coordinate the local Corporate Risk strategy that will meet the safeguarding needs of Key Assets, preserves the Company's reputation and will be set by the Board and the State leadership team/business plan and is placed within the broader context of the companywide strategic plan.
- Develop key performance indicators to manage compliance and evaluate progress against the State's Corporate Risk Management strategy ensuring that the absolute priority of safeguarding children is constantly and consistently maintained.
- The Compliance and Review Manager will evaluate the output of the corporate risk strategy on a monthly basis. This should will include an evaluation of processes, people and systems, inputs, outputs and outcomes and produce statistical information to evidence targets obtained.

This will include:

1. Timescales within the renewal process linked to company targets,
  2. Evaluation of key points and reasons why panels re-approve, delay or reject renewal assessments.
  3. Evaluation of the performance of those completing foster care reviews and renewals.
- To be responsible for supplying the information to the State Director in preparation for the monthly Directors Report that will also inform the review of quality of care as prescribed under regulation.
  - To be responsible for the preparation of data for QSM and OASIS reporting on quarterly basis.
  - To be responsible for the management of the outcomes of all customer service issues, complaints and investigations and will advise the State on the completion of any identified actions that arise from such outcomes and any key themes that impact on the company's corporate risk strategy.

- Working with the Manager of Recruitment and Panel, Social Work Team Managers, and Business Manager to work collaboratively across the Company with peers/colleagues on the completion of any identified actions that arise from any such outcomes and any key themes that impact on the company's corporate risk strategy
- The Compliance and Review Manager will ensure compliance with safeguarding and Standards of Care procedures, throughout all work within the Agency, keeping the State Director informed of work in progress and inform the State Director immediately of any Standards of Care matters or serious complaint.

**The role will involve frequent travel throughout Queensland and stays away from home.**

#### **Additional Duties**

- It is the nature of this role that the staff member will need to be available for week night work conducting Quality Care Training, re-approval meetings and home visits and support on weekends with training and other events as required.
- The Compliance and Review Manager will be expected to undertake training and development deemed necessary for the pursuance of this post.
- The Compliance and Review Manager will be expected to ensure that Health and Safety is observed in the course of employment.
- The Compliance and Review Manager will be expected to ensure to comply with Equal Opportunities Policy and Procedure in all employment practices.
- The Compliance and Review Manager to undertake other duties as may be requested of the Compliance and Review Manager that is commensurate with their level of responsibility and skills.
- The Compliance and Review Manager will be expected to comply with all Key Assets' policies and procedures.
- The Compliance and Review Manager will be expected to comply with the no smoking policy in place.

**It is the nature of work of the post that tasks and responsibilities are, in many circumstances, unpredictable and varied. All staff are, therefore, expected to work in a flexible way when the occasion arises where tasks are not specifically covered in the Job Description and have to be undertaken.**

<b>Signed by Job Holder:</b>	
<b>Date:</b>	
<b>Signed by Line Manager:</b>	
<b>Date:</b>	

**PERSON SPECIFICATION**  
**Quality Performance and Review Coordinator**

Note to Applicant: When completing your application form you should demonstrate the extent to which you have the necessary education, experience, knowledge and skills identified for the post.

**Key:** Assessed by Application Form: **A**  
 Assessed at Interview: **I**  
 Assessed by Test/ Exercise (if applicable) **T**  
 Assessed by Documentary Evidence **D**

	<b>Essential/ Desirable</b>	<b>Shortlisted Criteria</b>	<b><u>A</u></b>	<b><u>I</u></b>	<b><u>T</u></b>	<b><u>D</u></b>
<b><u>Education/Qualifications</u></b>						
<ul style="list-style-type: none"> <li>Hold an Australian Association of Social Workers recognised qualification in Social Work or equivalent experience in a suitable field</li> </ul>	Essential	✓	✓			✓
<ul style="list-style-type: none"> <li>Hold or be working towards Cert IV or equivalent in management and training</li> </ul>	Desirable		✓			✓
<b><u>Experience/Training</u></b>						
<ul style="list-style-type: none"> <li>Must have a minimum of five years' experience of family placement and/or child safety services</li> </ul>	Essential	✓	✓	✓		
<ul style="list-style-type: none"> <li>Evidence of at least two years' supervisory experience</li> </ul>	Desirable	✓	✓	✓		
<ul style="list-style-type: none"> <li>To be able to evidence an understanding and practical application of the use of IT and electronic communications, including the use of Microsoft Office</li> </ul>	Essential		✓		✓	
<ul style="list-style-type: none"> <li>Demonstrable experience of Foster Carer Recruitment</li> </ul>	Desirable		✓	✓		
<ul style="list-style-type: none"> <li>Experience of assessment and renewal of Foster Carers</li> </ul>	Essential	✓	✓	✓		
<ul style="list-style-type: none"> <li>Experience of Policy review and development</li> </ul>	Essential	✓	✓	✓		
<ul style="list-style-type: none"> <li>Experience in Quality Assurance and Compliance</li> </ul>	Essential		✓	✓		
<b><u>Knowledge</u></b>						
<ul style="list-style-type: none"> <li>A comprehensive working knowledge of all relevant legislation pertaining to children's services as well as publications which inform current thinking regarding good practice and the Safeguarding of children</li> </ul>	Essential		✓	✓		
<ul style="list-style-type: none"> <li>A comprehensive knowledge of all policies and procedures in relation to Safeguarding children</li> </ul>	Essential		✓	✓		
<ul style="list-style-type: none"> <li>A comprehensive knowledge of the foster care Panel process</li> </ul>	Essential		✓	✓		
<ul style="list-style-type: none"> <li>A comprehensive knowledge of the Foster Carer Recruitment process from generating enquiries to approval</li> </ul>	Essential		✓	✓		
<ul style="list-style-type: none"> <li>A comprehensive knowledge of recruitment and marketing strategies</li> </ul>	Essential		✓	✓		

	<u>Essential/ Desirable</u>	<u>Shortlisted Criteria</u>	<u>A</u>	<u>I</u>	<u>T</u>	<u>D</u>
<ul style="list-style-type: none"> <li>A comprehensive knowledge of the Form 3B – Renewal of Approval assessment tool</li> </ul>	Essential		✓	✓		
<ul style="list-style-type: none"> <li>A comprehensive knowledge of management information systems and related I.T. functions</li> </ul>	Essential		✓	✓		
<ul style="list-style-type: none"> <li>A comprehensive knowledge of the Foster Carer Review process</li> </ul>	Desirable		✓	✓		
<ul style="list-style-type: none"> <li>Understanding of the importance of a complaints procedure</li> </ul>	Essential		✓	✓		
<ul style="list-style-type: none"> <li>A comprehensive Knowledge of the role of other agencies, in particular Health, Social Services and Education</li> </ul>	Essential		✓	✓		
<b>Personal Qualities</b>						
<ul style="list-style-type: none"> <li>Ability to work with a degree of autonomy, in a flexible and creative manner, within the agencies policies and procedures</li> </ul>	Essential			✓		
<ul style="list-style-type: none"> <li>Ability to meet and exceed recruitment and quality performance targets</li> </ul>	Essential			✓		
<ul style="list-style-type: none"> <li>Ability to communicate at all levels, negotiate, mediate and build effective relationships with a wide variety of stakeholders</li> </ul>	Essential			✓		
<ul style="list-style-type: none"> <li>Be able to demonstrate effective communication in writing</li> </ul>	Essential		✓	✓		
<ul style="list-style-type: none"> <li>Must be able to work under pressure</li> </ul>	Essential		✓	✓		
<b>Miscellaneous</b>						
<ul style="list-style-type: none"> <li>Willingness and ability to work flexibly including weekend, early morning and evening work as necessary</li> </ul>	Essential			✓		
<ul style="list-style-type: none"> <li>Ability and willingness to travel extensively on a variety of road systems, including occasionally residing away from home when needed or necessary</li> </ul>	Essential			✓		
<ul style="list-style-type: none"> <li>Must possess a full and valid driving licence*</li> </ul>	Essential		✓	✓		
<ul style="list-style-type: none"> <li>Be prepared to seek advice where necessary</li> </ul>	Essential			✓		
<ul style="list-style-type: none"> <li>A commitment to Equal Opportunities in all work practices</li> </ul>	Essential			✓		
<ul style="list-style-type: none"> <li>Must satisfy Blue Card &amp; other check requirements as required</li> </ul>	Essential			✓		
*Company Car Provided (inclusive of salary packaging)						

**Key Assets makes use of the National Federal Police Criminal Records and local State and Territory Working with Children checking services, which facilitates the checking of individuals' criminal records by employers where such individuals are to occupy 'positions of trust'. You may be required to consent to and apply for disclosures at regular intervals during your employment in this post and any offer of employment is provisional and conditional on the satisfactory outcome of the check. This is because this role involves access to sensitive data.**