

## JOB DESCRIPTION & PERSON SPECIFICATION

<b>Job Title</b>	<b>Quality and Practice Officer</b>
<b>Department</b>	<b>Key Assets – The Children's Services Provider</b>
<b>Responsible to</b>	<b>Quality and Practice Manager Australasia</b>
<b>Location</b>	<b>Shared Services</b>
<b>Covering Area</b>	<b>Australia and New Zealand</b>
<b>Responsible for</b>	<b>NA</b>

**Overall Purpose/Aim:** To contribute to quality assurance and service improvement initiatives across operational services including policies and procedure, learning and development, risk management and audit and licensing frameworks, provided by Key Assets – The Children's Services Provider (Key Assets).

### Core Tasks

- To contribute to the production, development, deployment and review of policy statements, performance standards, procedures and practice guidance to underpin the work of Key Assets in line with relevant law, regulations, and "best practice" guidance in Australia and New Zealand.
- To work with the Q&P Manager and jurisdictions to ensure that service provision is compliant with all relevant regulatory processes through timely research, advice and processes of internal audit and inspection.
- To undertake specific project work related to practice, quality and skill development as may be directed by the Executive Director Australasia
- To assist with the preparation of submissions to relevant government/regulatory bodies and others such as departmental service commissioners e.g. pre-inspection returns, action plans, tender submissions, performance statistics/service audit returns, new business materials as required.
- To support the Quality and Practice Manager to undertake functions in relation to risk monitoring, complaints and compliments.
- To contribute to the monitoring, improvement and development of systems to ensure that Key Assets jurisdictions in Australia and New Zealand are audit ready at all times in partnership with local teams and the Shared Services team.
- To engage with other Key Assets Staff in the development, use and evaluation of such databases as may be determined to record service activity and outcomes, including analysis of such information captured and direct comparison to KPIs.
- To support the Quality and Practice Manager to work with the jurisdictions, in providing knowledge management and evaluation of the "quality" and compliance outputs in line with Key Assets Policy and procedures, regulatory compliance and good practice.
- To contribute to regular audits as directed.
- Contribute to the effective monitoring of the quality and content of the Learning and Development plan for each jurisdiction.

- Where relevant, produce, deliver and host events, training, policy implementation and evaluation tools for relevant staff, carers and other stakeholders.
- To facilitate training sessions for staff and carers as required either face-to-face or online via webinar.
- Develop and distribute communications regarding policy implementation and practice in partnership with the Q&P Manager.
- Liaise with external bodies relevant to the work of Key Assets as directed.
- Contribution to the wider remit of Core Assets Quality Assurance and Service Improvement as may be directed.

**This role may involve travel across Australia and New Zealand**

**This is a new role within our team and the successful candidate will need to take a flexible approach to the position, while also contributing to the ongoing development of the role**

#### **Additional Duties**

- The post holder will be expected to demonstrate the Key Assets' values
- The post holder will be expected to undertake any training and development deemed necessary for the pursuance of the post.
- The post holder will be expected to reach a minimum basic standard of I.T. competence to be able to use Company electronic systems effectively
- The post holder will be expected to ensure compliance with Equal Opportunities Policy and Procedure in all employment practices.
- The post holder will be expected to work in a manner which is inclusive of all employees and stakeholders, which includes Aboriginal and Torres Strait Islander's, people who identify as LGBTI, people of all ages, people with disability and those from culturally and linguistically diverse backgrounds.
- The post holder will be expected to comply with the no smoking policy in place and ensure that Health and Safety is observed in the course of employment
- Ensuring compliance with safeguarding procedures, throughout all work within the Company, keeping Senior Management informed of work in progress and inform Senior Management immediately of any child protection matter or serious complaint.

**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 AND PRACTICE OFFICER

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 **T**  
 Assessed by Documentary Evidence **D**

	Essential/ Desirable	Shortlisted Criteria	A	I	T	D
<b>Education/ Qualifications</b>						
<ul style="list-style-type: none"> <li>Must hold Australian or Equivalent Social work qualification. Overseas Social Work qualification to be verified by AASW.</li> </ul>	Desirable		✓	✓		✓
<ul style="list-style-type: none"> <li>Post qualification award in a QA/Inspection, Human Services or Policy Development</li> </ul>	Desirable		✓	✓		✓
<b>Experience/ Training</b>						
<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>Experience of working with Foster Carers and young people</li> </ul>	Desirable		✓	✓		
<ul style="list-style-type: none"> <li>A proven ability to produce a high standard of report writing and high level of skills in written and oral presentation of information (including data analysis using IT such as Excel or similar)</li> </ul>	Essential	✓	✓	✓		
<ul style="list-style-type: none"> <li>2 years' experience of family placement and or children's/Child Safety services</li> </ul>	Desirable		✓	✓		
<ul style="list-style-type: none"> <li>Experience facilitating training sessions</li> </ul>	Desirable		✓	✓		
<b>Knowledge</b>						
<ul style="list-style-type: none"> <li>A comprehensive working knowledge of 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 and how they can apply in different jurisdictions across Australia and New Zealand</li> </ul>	Essential			✓		
<ul style="list-style-type: none"> <li>A keen awareness of external registration/inspection requirements associated with the work of Key Assets in different jurisdictions across Australia and New Zealand</li> </ul>	Desirable		✓	✓		
<ul style="list-style-type: none"> <li>Knowledge of, or the ability to rapidly acquire knowledge of licensing standards across Key Assets jurisdictions, for example HSQF, ISO 9001</li> </ul>	Essential		✓	✓		
<b>Personal Qualities</b>						
<ul style="list-style-type: none"> <li>Ability to communicate clearly and sensitively with young people and adults</li> </ul>	Essential		✓	✓		
<ul style="list-style-type: none"> <li>Ability to communicate simply and effectively, both verbal and written, with a diverse staff group at all levels, recognising potential language barriers and cultural differences 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>Ability to work on own initiative and as part of a team</li> </ul>	Essential		✓	✓		

<ul style="list-style-type: none"> <li>Ability to work with a degree of autonomy, in a flexible and creative manner, within Company policies and procedures</li> </ul>	Essential			✓		
<ul style="list-style-type: none"> <li>Reliability, flexibility and dependability</li> </ul>	Essential			✓		
<ul style="list-style-type: none"> <li>Ability to create a positive working environment where people have the opportunity to reach their potential</li> </ul>	Essential			✓		
<ul style="list-style-type: none"> <li>Ability to maintain confidentiality</li> </ul>	Essential		✓	✓		
<ul style="list-style-type: none"> <li>Ability to work under pressure and handle changing priorities</li> </ul>	Essential	✓	✓	✓		
<b>Miscellaneous</b>						
<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>A commitment to providing a professional and quality service</li> </ul>	Essential			✓		
<ul style="list-style-type: none"> <li>Ability and willingness to travel as necessary, including occasionally residing away from home when needed or necessary</li> </ul>	Essential			✓		
<ul style="list-style-type: none"> <li>Ability and willingness to work flexibly including weekend, early morning and evening work as necessary</li> </ul>	Essential			✓		
<ul style="list-style-type: none"> <li>Must possess a full driving licence</li> </ul>	Essential	✓	✓			✓
<ul style="list-style-type: none"> <li>Willingness to undertake a Criminal Records check</li> </ul>	Essential			✓		
<ul style="list-style-type: none"> <li>Be open to direction, using initiative to seek advice where necessary</li> </ul>	Essential			✓		

**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.**