

# POSITION DESCRIPTION

## Quality Systems Advisor

<b>SERVICE STREAM</b>	Quality Systems and Risk Management
<b>LOCATION</b>	Nudgee/Woolloowin
<b>CLASSIFICATION</b>	Salaried
<b>REPORTING RELATIONSHIP/S</b>	Senior Manager

### OUR PURPOSE AND VALUES

Mercy Community Services supports and inspires people in need to live healthy, connected lives within inclusive communities. Our vision is a world where people, families and communities are strong in spirit, healthy and connected.

As an organisation, we value the human dignity of every person and are committed to enhancing the quality of life and wellbeing of those who access our services. Our culture reflects the ethos of the Sisters of Mercy and promotes service, mercy, humility, diversity, transparency, open accountability, collaboration and cooperation, flexibility and adaptability, fearlessness and growth.

All our work is driven by our core values of: mercy, acceptance, excellence, dignity, empowerment and integrity.

Mercy Community Services provides services in the areas of child protection, multicultural community support, individual and family support, community and residential based aged care, and disability support.

### POSITION PURPOSE

This position is responsible for supporting the review, development and implementation of systems and processes that result in effective and efficient outputs in accordance with MCS required outcomes.

### KEY PERFORMANCE REQUIREMENTS

<b>1. Mission, Vision and Values</b>	<ul style="list-style-type: none"> <li>• Execute the duties and functions of the role within the mission and values of Mercy Community Services.</li> <li>• Participate in mission formation programs and activities as required.</li> <li>• The model of care is consistent with the MCS mission and values, is articulated to staff and other stakeholders and reviewed regularly.</li> </ul>
<b>2. Service Delivery</b>	<ul style="list-style-type: none"> <li>• In liaison with key stakeholders, drive the development of organisation-wide policy, procedure and supporting documentation to ensure programs are compliant with licensing, accreditation and other regulatory requirements.</li> <li>• In collaboration with line managers and program teams, develop and draft best practice procedures to ensure quality service delivery.</li> <li>• Ensure the document style guide is maintained in all organisational documentation.</li> <li>• Identify conflicting procedures and revise documentation accordingly.</li> <li>• Support the implementation and maintenance of high quality systems and processes to ensure delivery outcomes are consistent with MCS strategic objectives.</li> <li>• Assist in change management functions, with particular reference to client information systems and legislative requirements around administrative processes.</li> <li>• Assist with regular and systematic internal audits to maintain compliance and best practice standards on an ongoing basis.</li> <li>• Contribute to key organisational development projects, in line with project objectives and processes.</li> </ul>

Approved By: Director, People and Culture

<b>Approval Date</b>	Nov 2017	<b>Implementation Date</b>	Nov 2017	<b>Review Date</b>	Nov 2019
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#### KEY PERFORMANCE REQUIREMENTS

	<ul style="list-style-type: none"> <li>Support the Senior Quality Systems Advisor to implement and monitor the Quality Management Framework.</li> </ul>
<b>3. Documentation, Quality Systems &amp; Continuous Improvement</b>	<ul style="list-style-type: none"> <li>Comply with all Mercy Community Services policy and procedures.</li> <li>Perform duties in accordance with organisational requirements.</li> <li>Produce legible and legally defensible case notes, incident reports (client and staff) and/or other documentation as required by organisational procedures and legislation.</li> <li>Assist with the release of personal, private or confidential information in line with the MCS Privacy Policy, privacy legislation and the relevant industry legislation and in consultation with your line manager.</li> <li>Ensure documentation is created, stored and archived in line with MCS, licencing and quality assurance requirements.</li> <li>Develop or assist in the development of systems to maintain data and statistics to inform service delivery and contribute to accountability for outcomes achieved.</li> <li>Obtain and maintain receipts for purchases made and process these in accordance with MCS policy and procedure.</li> <li>Identify improvements to policy, procedures, work instructions, other organisational systems, and the work environment.</li> <li>Participate in the consultation and/or the development, implementation and review of relevant MCS policy, procedures, work instructions and other documentation, as required.</li> <li>Assist with the monitoring of compliance with policy, procedures, work instructions, and other organisational and legislative requirements.</li> <li>Work collaboratively with relevant stakeholders to prepare, undertake and maintain external licensing/accreditation requirements.</li> </ul>
<b>4. Work Health &amp; Safety</b>	<ul style="list-style-type: none"> <li>While at work, you must:               <ul style="list-style-type: none"> <li>Take reasonable care for your own health and safety; and</li> <li>Take reasonable care that your acts or omissions do not adversely affect the health and safety of other persons; and</li> <li>Comply, so far as you are reasonably able, with any reasonable instruction that is given to you, by the PCBU (person conducting the business or undertaking) to allow the you to comply with this WHS Act; and</li> <li>Co-operate with any reasonable policy or procedure of the PCBU relating to health or safety at the workplace that has been notified to you.</li> </ul> </li> <li>Whilst conducting work activities you must:               <ul style="list-style-type: none"> <li>Use or wear any equipment that is provided to you, in accordance with any information, training or reasonable instruction; and</li> <li>Not intentionally misuse or damage equipment or PPE or remove any thing that is provided for safety such as guarding on equipment; and</li> <li>Attend safety meetings and inductions or training and participate in the safety program; and</li> <li>Report hazards and notify the appropriate person of any incidents and injuries as soon as you are reasonably able.</li> </ul> </li> </ul>
<b>5. Other Duties</b>	<ul style="list-style-type: none"> <li>Participate in staff development and team meetings.</li> <li>Engage in reflective practice and participate meaningfully in regular supervision sessions within MCS guidelines.</li> <li>Other duties as directed.</li> </ul>

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# POSITION DESCRIPTION

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### POSITION REQUIREMENTS

#### Required to have

- Five (5) years' experience in Quality Systems development.
- Knowledge of professional grammar and editorial standards of practice.
- Previous experience in procedural development through stakeholder consultation.
- Previous experience participating in projects.
- Demonstrated advanced ability to use computer IT systems including MS Office 365 suite.
- Queensland Provisional Green or above Driver's Licence.
- Ability to obtain positive notice in the Working with Children Check (Blue Card) and any other legislatively required personal history screening as required.

#### Beneficial to have

- Cert IV Workplace Training & Assessment.
- Project coordination experience.

### KEY SELECTION CRITERIA

1.	Highly developed interpersonal and communication skills, both written and verbal, specifically the ability to translate concepts into accessible/lay terms, and well developed negotiation and consultation skills.
2.	Demonstrated strong processes to ensure accuracy, consistency and clarity in all documentation, and identification of conflicting procedures.
3.	Demonstrated ability in organisational/time management skills, including the ability to effectively multi-task, prioritise, and plan workload.
4.	Demonstrated ability to clearly express ideas and information clearly, concisely and accurately, both verbally and in writing.
5.	Willing and able to work within a Christian context and Mercy Community Services' mission, purpose and values.

### EMPLOYEE ACKNOWLEDGEMENT:

I acknowledge that I have read and agree with the position description given, and will adhere to the tasks and performance expectations therein.

Signed:

Name (*please print*):

Date:

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