

## POSITION DESCRIPTION

<b>Position</b>	Quality Advisor – Compliance	<b>Position Number</b>	<i>New</i>
<b>Reports to</b>	Senior Quality Advisor	<b>Direct Reports</b>	N/A
<b>Status</b>	Permanent	<b>Time Fraction</b>	Full time
<b>Award</b>	SCHCDSI Level 5	<b>Location</b>	<i>TBA</i>

## OUR VISION

Aboriginal self-determination – Live, Experience and Be.

## OUR PURPOSE

Supporting culturally strong, safe and thriving Aboriginal communities.

## POSITION SUMMARY

This position is responsible for supporting the Senior Quality Advisor to ensure compliance audits are undertaken in a thorough and professional manner as well as assisting client facing staff to improve practice and ensure ongoing compliance with internal and external requirements and standards.

## KEY RELATIONSHIPS

*Internal:* Executive Managers in all client service areas and regions; client facing staff and managers at all levels; CQI team and Client Practice Management team more broadly

*External:* external auditors, regulatory bodies (eg DHHF) and other Community Service and Aboriginal Community Controlled Organisations

## KEY SELECTION CRITERIA

### ESSENTIAL

- Demonstrated commitment and understanding for the values that underpin VACCA' vision and purpose
- A sound knowledge and understanding of Aboriginal culture and values and the ability to effectively communicate with Aboriginal people
- An understanding and awareness of Aboriginal communities and the issues facing Aboriginal children, youth and families today
- Sound experience in quality improvement and accreditation including workflows

- Excellent attention to detail and accuracy in work performed
- Highly developed project management and time management skills
- Strong interpersonal and communication skills, especially the capacity to liaise with staff across VACCA, as well as with CQI staff
- High level organisational abilities and the ability to prioritise work, according to required timelines
- Capacity to work both as a member of a team and independently
- Proficient computer skills; specifically in Excel, Access, Word, databases including client management system/s and experience with mobile Apps

## REQUIREMENTS

- Previous experience and/or qualification relevant to position
- You must have and continue to hold a full Victorian Driver's Licence, a current employment Working With Children Check card and a clear National Police Check
- Current COVID-19 vaccination (including booster dose, as applicable)

## POSITION ACCOUNTABILITIES

### KEY RESPONSIBILITIES

The Quality Advisor - Compliance will support the Senior Quality Advisor by:

- Developing and maintaining positive working relationships with client services staff across the organisation with a view to providing information, support and improved practice
- Planning, preparing and conducting planned and spot audits across all VACCA offices
- Undertaking external audit and accreditation process and drafting audit outcome reports
- Supporting client services staff with rectifying non compliances
- Developing quality improvement plans per program and region to remedy non compliances and improve systems and processes
- Monitoring remedying of non compliances and quality improvement plans
- Developing and updating audit and program forms, tools and resources
- Developing, updating, and delivering compliance training including supporting the delivery of compliance training in relation to privacy and child safeguarding
- Identifying quality and compliance practice gaps and themes for reporting up to EM
- Actioning requests from within CQI to ensure legislative and regulatory changes are embedded in policies, systems and processes
- Participating in the provision of opportunities for clients, carers, community members and stakeholders to contribute feedback

### RELATIONSHIP MANAGEMENT

- Develop and maintain effective working relationships across VACCA to facilitate role outcomes

### OTHER

- This role requires regular travel to VACCA offices throughout Victoria

## HEALTH, SAFETY & WELLBEING

- Ensure compliance with the OH&S Act and VACCA policies.
- Contribute positively and proactively to team and organisation wide OH&S activities.

## QUALITY & CONTINUOUS IMPROVEMENT

- Ensure compliance with legislation, contract and policy requirements in your day to day work to meet the organisation's audit, contract and registration obligations.
- Proactively apply your specialist knowledge in the review and maintenance of policies, systems and processes.
- Continue the development of a culturally strong and positive working environment using a continuous improvement approach.

## ADDITIONAL INFORMATION

We are committed to Aboriginal self-determination and supporting strong, safe, thriving Aboriginal communities and aim to ensure every individual is treated with dignity, honouring all cultural backgrounds, abilities, ethnicities, sexual orientations, gender identities and spiritual beliefs.

VACCA is a child-safe organisation and is committed to ensuring the safety and wellbeing of children and young people with zero tolerance for child abuse. All successful applicants will be required to undertake a National Police Record Check and Working with Children Check prior to commencement of employment and periodically following commencement.

VACCA is an equal opportunity employer and has a smoke-free workplace policy.

This position is designated under the Multiagency Risk Assessment and Management framework (MARAM) Identification (Tier 3&4) which requires mandated MARAM Family Violence Screening & Identification training and VACCA MARAM Identification responsibilities.