

## POSITION DESCRIPTION

### QUALITY AND COMPLIANCE OFFICER

<b>Level</b>	SCHADS Level 5
<b>Employment Type</b>	Full Time
<b>Reports to</b>	Executive Director, Human Resources
<p><b>Purpose of the Position</b></p> <p>This position is responsible to deliver best practice policy and programs in relation to quality and clinical governance requirements. This includes supporting and coordinating clinical governance and compliance activities to ensure that the quality, safety and risk management of participant experiences are aligned to the Aged Care, NDIS Quality and Safeguards Commission practice standards and Carers NT registration requirements. Furthermore, to spearhead a 'safety first and always' culture across the operation by driving a safety-centric culture. Ensuring Carers NT adherence to WHS laws, regulations, and standards for a secure operational environment.</p>	
<p><b>Tasks and Responsibilities</b></p> <ul style="list-style-type: none"> <li>• Lead and implement internal auditing practices and provide reporting against the NDIS and Aged Care Standards</li> <li>• Development of tools and resources to undertake audits and compliance assessments to ensure compliance and quality outcomes are achieved.</li> <li>• Review findings of internal and external audits and implement corrective actions and improvements.</li> <li>• Monitor quality standards and regulations.</li> <li>• Develop and implement compliance, policies, procedures and practices across the organisation, including WHS.</li> <li>• Work to continually improve the organisation's Incident Management Framework</li> <li>• Investigate compliance breaches including root cause analysis and identifying corrective actions.</li> <li>• Develop and implement corrective and preventative action plans</li> <li>• Liaise with key stakeholders and provide reliable and sound advice on quality, safety and other compliance-related matters</li> <li>• Liaise with key internal stakeholders to consult, plan and implement Carers NT Quality and Compliance system</li> </ul>	
<p><b>Essential Criteria</b></p> <ul style="list-style-type: none"> <li>• Minimum 5 years experience in quality management, auditing, risk management business, or a related field and demonstrated experience in quality management and/or risk management</li> <li>• Experience working with operational staff through audit and accreditation processes in the aged care/disability sectors.</li> <li>• Familiarity with utilising and maintaining a quality management system/platform</li> <li>• Experience interpreting and applying legislation, regulations and guidelines</li> <li>• Previous participation in developing policies, procedures, and other process and compliance related documents</li> <li>• Demonstrated experience and knowledge of WHS regulations, systems, processes.</li> <li>• Demonstrated high level oral and written communication skills</li> <li>• High level organisational skills with the ability to prioritise and effectively manage workload to meet deadlines and achieve results</li> <li>• Sound judgement and reasoning, with excellent analytical and problem-solving skills</li> </ul>	

- High level of computer literacy and experience using Microsoft Office and other systems and databases
- A values driven ability to build influencing relationships and work collaboratively with both internal and external stakeholders.
- Current Ochre Card, Criminal History Check, NDIS Worker Screening Clearance and NT Drivers Licence

**Preferred Criteria**

- Relevant tertiary qualifications in quality, Work Health & Safety, auditing, governance or similar and/or 2+ years experience
- Experience in the Disability sector with knowledge and understanding of the National Disability Insurance Scheme (NDIS), the NDIS Quality and Safeguards Commission and NDIS practice standards
- Experience and knowledge in the Aged Care sector
- A working knowledge of relevant standards and legislation such as:
  - o ISO 9001: 2015 Quality Assurance Management Systems
  - o ISO 31000: 2018 Risk Management
  - o Aged Care Quality Standards
  - o NDIS Practice Standards

**Values and Behaviours Required**

- Embody Carers NT Values through a human rights-based approach.
- Strong work ethic, integrity and stakeholder focus
- Organisation awareness that guides and informs decision making