

Position Description



Title	Quality System Officer
Business Unit	Quality
Location	Melbourne Metropolitan Area
Employment type	Part Time (45.6 hours per fortnight), Maximum Term (until 30 June 2021 – with possible extension)
Reports to	Senior Manager, Quality Improvement

1. About Uniting

Uniting Vic.Tas is the community services organisation of the Uniting Church. We've been supporting people and families for over 100 years. We work alongside people of all ages in local communities in Victoria and Tasmania. Our services reach to Albury-Wodonga in the north, Mallacoota in East Gippsland, the Wimmera region in the west, and across Tasmania.

We empower children, young people and families to learn and thrive. We're there for people experiencing homelessness, drug and alcohol addiction or mental illness. We support people with disability to live the life they choose. We assist older people to maintain their independence and enjoy life. We provide opportunities to access training and meaningful employment. We're proud to welcome and support asylum seekers to our community. We work to empower people with the information, skills and tools they need to live a healthy, happy life.

As an organisation, we celebrate our diversity and welcome all people regardless of ethnicity, faith, age, disability, culture, language, gender identity or sexual orientation. We acknowledge Aboriginal and Torres Strait Islanders as Australia's First Peoples and as the traditional owners and custodians of the land on which we work. We welcome lesbian, gay, bisexual, trans, gender diverse, intersex and queer (LGBTIQ+) people at our services. We pledge to provide inclusive and non-discriminatory services.

Our purpose: To inspire people, enliven communities and confront injustice

Our values: We are imaginative, respectful, compassionate and bold

2. Position purpose

This position will be responsible for providing maintenance and system administration, and continual improvement of Uniting's Quality, Compliance and Risk system (RiskMan).

The Quality System Officer will provide support to all staff with regard to reporting incidents and feedback in the RiskMan system, and supporting the Quality team to meet internal and external compliance requirements.

3. Scope

Budget: nil

People: nil

4. Relationships

Internal:

- Quality Team
- ICT Team
- Project & Integration Team
- System users (all staff)
- Operations

External

- Providers

Approved by: (position [see delegations of authority policy])	Page 1 of 3	Division: People and Culture
Date Approved: <Date>	Printed copies of this document are not controlled.	Next Review Date: <Date>

Position description

Quality System Officer



5. Key responsibility areas

Functional

- Administration management and full oversight of the day to day running of the RiskMan system
- Provide support to staff to encourage and manage follow-up activities and reporting requirements
- Provide regular systems reporting
- Review and monitor data in RiskMan daily to ensure organisation compliance requirements are met
- Identify any areas of concern and escalate to management
- Provide coaching and support to all staff with regards to using the Quality and Risk Management systems
- Provide project support for the roll out of RiskMan systems and support to the Quality team as needed
- Work closely with the ICT Team to support coordination of system enhancements, technical issues and changes in line with the User Licence Agreement.

Legal requirements & risk management

- Ensure all legal, funder and statutory requirements pertaining to the position are met including serious incidents, reportable conduct and mandatory reporting (child safety)
- Foster a culture where risks are identified and appropriately managed
- Report areas of serious risk to next level supervisor and work together to mitigate those risks.

Personal accountability

- Compliance with Uniting's values, code of conduct, policies and procedures and relevant government legislation and standards where relevant.
- Cooperate with strategies to actively ensure the safety, protection and well-being of children who come into association with us.
- Ensure appropriate use of resources.
- Work collaboratively with Uniting (Victoria Tasmania) employees and external stakeholders in accordance with Uniting's values and professional standards of behaviour.
- Actively participate in initiatives to maintain, build upon and promote a positive and collaborative workplace.
- Identify opportunities to integrate and work collaboratively across teams.
- Take reasonable care for your own health and safety, and health and safety of others (to the extent required).
- Promote a positive safety culture by contributing to health and safety consultation and communication.
- Promptly respond to and report health and safety hazards, incidents and near misses to line management
- Attend mandatory training sessions (i.e. equal employment opportunity, health and safety) and mandatory training specific to position.

6. Performance indicators

- To be confirmed

7. Person specification

Qualifications

- A formal qualification (degree/certificate/diploma) in HR, IT or related discipline (desirable), or equivalent experience in similar role

Experience & Skills

- Experience and detailed knowledge in the administration, support and reporting for Quality & Risk systems

Approved by: (position [see delegations of authority policy])	Page 2 of 3	Division: People and Culture
Date Approved: <Date>	Printed copies of this document are not controlled.	Next Review Date: <Date>

Position description

Quality System Officer



- Experience in Risk (desirable)
- Well-developed communication skills, both verbal and written
- Well-developed organisational and time management skills
- A professional approach to the position combined with excellent interpersonal skills, and a demonstrated capacity to work collaboratively with others and exercise influence in a diversity of contexts
- Ability to participate collaboratively and constructively within teams of peers, staff and with external stakeholders, as well as show initiative and effective personal judgement when working alone
- Well-developed computer skills in Outlook, Word and Excel

Core selection criteria

- **Values alignment:** ability to demonstrate and authentically promote Uniting’s values
- Technical and logical thought process
- Excellent communication skills
- Strong customer focus and a desire to assist others
- Comfortable working with multiple stakeholder groups
- Ability to stick to strict deadlines, prioritise and delegate

8. We are a child safe organisation

Uniting is a child safe organisation and is committed in everyday practice to ensure the safety and wellbeing of all children, at all times. As a child safe organisation, employment with Uniting is subject to a satisfactory national (and international where relevant) police check and Working With Children Check (in Victoria) and/or Working With Vulnerable People Check (in Tasmania) **prior** to commencement of any paid or unpaid work and/or participation in any service or undertaking.

This position description is subject to review and may change in accordance with Uniting’s operational, service and consumer requirements.

9. Acknowledgement

I have read, understood and accepted the above Position Description

	Employee	Manager
Name:	<input type="text"/>	<input type="text"/>
Signature:	<input type="text"/>	<input type="text"/>
Date:	<input type="text"/>	<input type="text"/>