



Quality & Compliance Officer

Position description

Position title	Quality & Compliance Officer
Classification definition	Social and Community Services (SACS) Employee TBA
Status	Full Time or as negotiated
Location	Multicap Tasmania
Classification level	SACS Level TBC
Award	Social, Community, Home Care and Disability Services Industry Award 2010
Industrial Agreement	Tasmanian Disability Services Industry Multi Employer Enterprise Agreement 2011
Reporting to	Executive Manager Quality and Practice Leadership
Date approved	June 2022

Working environment

Code of conduct

All employees must abide by the Organisational Code of Conduct and the NDIS Code of Conduct.

Work health and safety

As an employee, you must be aware of and comply with the requirements of the relevant Workplace Health and Safety legislation and associated regulations. This includes taking responsibility for your own health and safety and that of others in the workplace and complying with the Organisations work health and safety policies and procedures.

Performance review

Performance reviews will be conducted using the organisation's Performance Management Process.

Position summary

This position forms part of the Quality and Practice Leadership Team. Members of this team are responsible for and accountable for specific responsibilities and assigned staff. Additionally, members work collegially with other members of the Management Team and across the organisation to ensure the provision of high-quality and efficient services.

These roles require the key organisational and service skills which include being proactive, responding quickly to identified issues, managing all stakeholders (internal and external) effectively and being able to effectively communicate and build confidence in Multicap as an organisation. Occupants of this role will be required to develop, implement, monitor, and report on Operational Plans for their assigned responsibilities, and do this within a detailed understanding of contemporary service delivery within a person-centred services environment and NDIS Quality and Safeguarding Framework.

The Quality and Compliance Officer will be assigned the case management responsibilities for their assigned clusters within the originations. Their role will be to:

- Monitor incidents within the Clusters to ascertain key patterns and concerns and assign incidents to appropriate stakeholders for follow-up and actioning based on the complexity rating of the incident
- Work collaboratively onsite with teams and other colleagues to conduct checks, audits and analyse of qualitative and quantitative data to determine compliance with the NDIS Practice Standards
- Support and contribute to the development and continuous improvement of the quality, risk, and compliance systems across the organisation.
- Act as a point of contact for providing internal guidance and expert advice relating to the NDIS Quality and Safeguarding Framework and NDIS Practice Standards.
- Ensure compliance of our regulatory requirements with the assigned clusters within the Practice Standards and the NDIS Quality & Safeguarding framework.

Service objectives

To provide clients with high-quality support that addresses individual needs and enhanced independence, abilities, community participation and/or quality of life. The employee is expected to operate with:

- A high level of commitment
- Efficient follow-through of any tasks until completion or as otherwise agreed with by the site coordinator or delegated staff
- Consideration, understanding and respect for clients and their families
- An understanding of the need for consultation, where relevant, and in collaboration with colleagues, managers, external partners and other staff
- An appreciation of the necessity to use initiative and find positive solutions in response to identified needs

Level of responsibility

This position reports to and works under the direction of the Executive Manager Quality & Practice Leadership. The position will be required to work independently within clearly defined organisational procedures.

Key tasks and duties (including Key Performance Indicators)

The key responsibilities may be modified from time to time to ensure that outcomes are coordinated within Multicap Tasmania's Operational Plans. The key duties of the role are to remain flexible and subject to review, as the organisation develops, and business systems and processes mature. The key responsibilities of the role shall include:

The Compliance Officer will have a nominated set of clusters which they support and coordinate all Quality and compliance functions within.

Administration

- Provide oversight of the MYP Incident management system and that each Incident is allocated to an appropriate staff member
- Ensure subcommittee reports, Commissions reports and Unauthorised restrictive practice reports are completed within the appropriate timeframes.

Quality and Compliance

- Provide training and guidance to teams and manager around the NDIS practice standards and NDIS quality and Safeguarding framework.
- Provide onsite checks of Health and Safety requirements, Practice standards and key documentation providing feedback and improvements to the Team Leaders and DSSMs to action
- Review Incident reports for opportunities to continuously improve the organisations systems, process and delivery of services
- Provide a supporting role in Audits, Practice reviews and action plan progress
- Understand person-centred care in relation to the NDIS practice standards and framework
- Provide support in the implementation of new practice standards, Policies and Procedures
- Effectively researches compliance or service quality practices utilised by competitors, forums and quality portals.

Incident Management

- Actively reviews all client Incidents holistically as they occur and undertakes first level analysis, providing initial response and escalating as required to appropriate personnel
- Work collaboratively with the leadership and management team to ensure actions and incident are closed within a timely manner
- Address patterns of incident or issues of concern through the allocation of master incident and Case management meetings with all stakeholders involved where required

- Weekly Incident reporting to Management Team, including status incidents
- Reporting to the commission Incident under our NDIS commission reporting requirements

General Responsibilities

- Pro-actively provide coaching opportunities when reviewing process, incident or onsite visits to empower staff in gaining further knowledge on their responsibilities.



Key Performance Indicators (KPIs)

- All records always kept current
- All incidents allocated owner within 48 hours
- Incidents closed out in a timely manner
- Ability to solve problems and to communicate solutions effectively.
- Demonstrated ability to ensure efficient and effective systems and procedures are in place to support all operations in areas of responsibility.
- Documentation – Accuracy of information recorded
- Confidentiality - The dignity of clients and employees and their confidential information is maintained.
- Compliance - Organisational policies and procedures are adhered to, including the Code of Conduct
- Collate and analyse data for reporting
- WHS – Active contribution to maintaining a safe working environment
- Contribution to team - Participate in team based and other service co-ordination processes, including de-briefing, team meetings, staff development Initiatives, collaboration with colleagues in client group program activities, training sessions and workshops.

Core Requirements

- Working knowledge of human rights based approaches in the disability sector, including policy and legislative requirements relating to Restricted Practices.
- Utilise a strengths-based, futures focussed framework in work with customers, families and service partners.
- Provides guidance and information to less experienced staff within area and interacts positively and professionally with stakeholders.
- Undertakes standard negotiations in respect to internal and external people to ensure processes and protocols are followed and work is appropriately handled.
- Uses thorough and professional competence to support staff with problem solving and decision making about their needs and requirements.
- Able to effectively deal with sensitive and serious matters, respecting diversity and confidentiality requirements.

- A detailed understanding of the intent and framework of compliance legislation, quality standards, policies & procedures relevant to the role.
- Exercises initiative and judgement, under guidance, to creatively improve service or product offerings.
- Is adaptable and resourceful. Understands organisation processes and quality principles and applies improvement methods.
- Identifies and mitigates risks.
- Takes on board, accommodates and accepts feedback.
- Follows Multicap policy and practice manuals, code of conduct and workplace health and safety guidelines.
- Undertakes administrative tasks necessary for the role including maintaining appropriate documentation and the use of Multicap systems.
- Adopts personal accountability in own role and reports concerns/incidents or breaches in practice.

Selection criteria

Essential

1. Demonstrated knowledge and/or experience of contemporary service delivery for people with disabilities under the NDIS Practice Standards and Quality and Safeguarding Commission.
2. Demonstrated knowledge and/or experience of the implementation of Quality Management Systems under the NDIS Quality and Safeguarding framework
3. Demonstrated ability to engage and influence others through effective coaching and communication skills in the pursuit of continuous improvement and best practice systems thinking
4. Demonstrated ability to analyse and evaluate Incidents and Complaints and work with internal and external stakeholders to ensure that client and service needs are met
5. Demonstrated commitment and ability to lead the development and knowledge building of organisational policies and procedures
6. Ability to undertake systematic reviews of organisational activities, including the development of reports and recommendations for service improvement
7. Demonstrated experience in continuous improvement activities, ideally with knowledge of lean methodology
8. Demonstrated interpersonal and communication skills including ability to build and maintain relationships, negotiate and resolve conflicts.
9. Demonstrated experience in leading the development of an organisational focus on quality and continuous improvement.
10. Demonstrated ability to build networks across the sector.
11. Well - developed time management skills, and the ability to prioritise tasks and actions as appropriate.
12. A demonstrated commitment to self-improvement

Desirable

1. High level time management and case load management skills
2. An ability to use electronic case management and reporting tools and experience using Word and Excel
3. An ability to work autonomously as well as part of a team

Requirements

1. Current Tasmanian Driver Licence
2. Current Registration to Work with Vulnerable Persons ('Working with Children' Check)
3. Certificate of Completion of the 'Quality, Safety and You' - NDIS Worker Orientation Module

Signatures

Signed for and on behalf of the organisation

Name _____

Signature _____

Position _____

Date _____

The employee

I acknowledge that my duties and responsibilities are as outlined in this position description.

I further acknowledge that my duties may be varied from time to time.

Name _____

Signature _____

Position _____

Date _____