

Quality and Compliance Lead

Position Details

This role is responsible for the coordination of quality and compliance activities across the organisation, ensuring that Footprints programs and internal operations are compliant with contractual arrangements, relevant industry and government standards.

Employer	Footprints in Brisbane Inc. (Footprints)	Program Area	Quality and Compliance
Location	Fortitude Valley Office	Salary Range	As per Award rates
Status	Fixed Term Full Time	Hours/FTE	38 hours per week
Industrial Instrument	Social, Community, Home Care and Disability Services Industry Award 2010	Classification Level	Level 6
Reporting relationships	This role reports to the Chief Executive Officer		

Responsibilities

Key Responsibilities
<ul style="list-style-type: none"> ▪ Develop, implement and review policies and procedures across the organisation to meet quality, risk and compliance programs ▪ Prepare documentation including correspondence, briefs and reports to support analysis and identification of themes and outcomes ▪ Conduct internal audits and reviews, and develop methods and systems to monitor, evaluate and report outcomes of internal quality audits ▪ Coordinate external audit processes and activities, providing support to employees and Managers in the provision of audit evidence ▪ Act as Systems Administrator for identified Quality Management Systems ▪ Work collaboratively with stakeholders to ensure they are well informed and are able to access information to inform business outcomes ▪ Undertake research to support associated reports and correspondence ▪ Contribute to a program of planned quality audit and assurance work, and provide feedback regarding continuous improvement opportunities ▪ Work with employees and management to identify quality improvement opportunities, lead development of complex initiatives and encourage participation in continuous quality improvement ▪ Coordinate and administer the review cycle of policy and procedure documents ▪ Analyse policies and procedures, and design evaluation process in relation to the effectiveness of quality assurance in programs ▪ Maintain a working knowledge of current quality assurance regulations, applicable industry related legislation and standards <p>General</p> <ul style="list-style-type: none"> ▪ Follow all organisational policies and procedures ▪ Participate in monthly professional supervision sessions, and ongoing learning and development activities ▪ Promote and maintain a safe and healthy work place, ensuring adherence to WHS policies and procedures ▪ Work within the vision, mission and values of Footprints

Knowledge and Skills

Essential

- Qualifications and/or experience in quality, compliance management and auditing
- Demonstrated experience in policy development and leading quality improvement projects
- Strong organisational skills, the capacity to successfully manage competing priorities, maintain attention to detail and meet deadlines
- Highly developed written and verbal communication, including the demonstrated ability to prepare high quality documentation and presentations
- Demonstrated ability to develop and maintain effective relationships with internal and external stakeholders
- High level of computer literacy in Microsoft Office and database/systems management
- Current class C driver license, Yellow Card and satisfactory national police check

Desirable

- Understanding of quality management and governance in the Disability, Mental Health and Aged Care sectors
- Knowledge of the Human Services Quality Framework
- Project management qualifications