

WOMEN'S HEALTH VICTORIA POSITION DESCRIPTION

Position title	Compliance and Quality Coordinator
Team	Business Services Team
Work location	Level 8, 255 Bourke St, Melbourne
Employment type	Fixed-term Part-Time for 18 months. 2 days per week, 30.4 hours per fortnight (FTE.4)
Classification	Level 3 Classification, WHV Enterprise Agreement 2018
Position reports to	Business Manager
Date Approved	July 2018

1. ORGANISATIONAL ENVIRONMENT

Women's Health Victoria (WHV) is an independent NGO focusing on statewide health promotion, health information and advocacy. WHV is one of the nine regional and three statewide services that make up the Victorian Women's Health Program.

WHV works to champion the health and wellbeing of all Victorian women utilising a population based social model of health framework.

The purpose of the role is to ensure ongoing development and maintenance of quality and risk management strategies, frameworks and policies than enhance the organisation's capacity to continually improve it's performance, manage risk, and meet a range of accreditation and certification requirements

2. POSITION OBJECTIVES:

The key objectives of the position are:

- 2.1 To support the Business Manager and Chief Executive Officer in managing and maintaining WHV's Quality Management Framework (QMF)
- 2.2 To coordinate the continuous improvement of WHV quality, risk and compliance systems, improving organisational capability and performance through continuous improvement initiatives
- 2.3 Support, develop and implement the WHS quality framework and facilitate audit processes
- 2.4 Provide advice and support in relation to the QMF

3. KEY RESPONSIBILITIES

3.1 **Coordinate the Continuous Improvement of the Existing Quality Management Framework (QMF)**

- 3.1.1 Manage the QMF to align with WHV EA and other WHV organisational requirements.

- 3.1.2 Monitor the QMF to ensure that all policies, procedures, forms and other organisational documentation are current, all registers are maintained, and that audits and critical compliance tasks are scheduled and progress monitored.
- 3.1.3 In conjunction with the executive team, identify opportunities to improve systems and processes for effective management of the QMF.
- 3.1.3 Provide relevant quality and compliance reports to the Finance and Risk Board subcommittee as required.
- 3.1.4 Ensure compliance with any policy and procedure obligations required by the WHV funding bodies.
- 3.1.5 Work with other quality managers across the WHS sector to share best and emerging practice.

- 3.2 **Support, develop and implement the WHS quality Framework and facilitate audit processes.**
- 3.2.1 Work with the WHS quality group to develop internal and external audit process.
- 3.2.2 In conjunction with the Business Manager develop and schedule the annual audit plan and ensure appropriate action plans are developed to implement identified improvements arising from internal and external audits.
- 3.2.3 Record and track progress with actions related to internal and external audit observations.

- 3.3 **Provide advice and support**
- 3.3.1 Responsible for providing expert advice in relation to the QMF, including recommending improvements to existing policies, procedures and processes.
- 3.3.2 Responsible for supporting the effective implementation of the QMF

- 3.4 **Responsibilities carried out by all staff:**
- 3.4.1 Promote WHV and its programs
- 3.4.2 Participate in WHV strategic and operational planning processes
- 3.4.3 Contribute to WHV's capacity to deliver its goals, enable and support high performing teams and foster productive relationships with others
- 3.4.4 Participate in the WHV Staff Development Scheme including setting of performance measures, skills development plan and performance appraisal feedback system.
- 3.4.5 Provide verbal and written reports, and activities data as appropriate, on progress across all areas of responsibility
- 3.4.6 Undertake other duties as directed
- 3.4.7 Active involvement in a learning organisation including continuous quality improvement, policy development and review and accreditation processes
- 3.4.8 Work within the organisational policies, procedures and Enterprise Agreement
- 3.4.9 Support and be accountable for maintenance of a safe working environment.

ORGANISATIONAL RELATIONSHIPS:

3.5 Internal

- 3.5.1 This position will report directly to the Business Manager

- 3.5.2 Will work closely with the Chief Executive Officer and provide regular reports on organisational quality outcomes
- 3.5.3 The position will contribute to the organisational culture of decision making incorporating co-operation, collaboration and shared accountability with other staff and WHV Board members.

3.6 **External**

- 3.6.1 WHS Peer review and external auditors

4. ACCOUNTABILITY:

Accountable for delivering the position objectives and the position performance measures as agreed annually.

5. EXTENT OF AUTHORITY:

- 5.1.1 Within the scope of the position and the Classification Level 3 as outlined in the WHV 2018 Enterprise Agreement.

6. SALARY

The position is classified as a Level 3 and attracts a salary of \$76,067 per annum (pro rata). WHV Enterprise Agreement 2018 conditions and salary apply. In addition, employer superannuation guarantee and access to salary packaging applies.

7. WHV ENTERPRISE AGREEMENT CLASSIFICATION LEVEL 3 AND DEFINITION

WHV Enterprise Agreement 2018, Level 3 Classification definition is as follows:

- 7.1.1 Work is likely to be under limited guidance in line with a broad plan, budget or strategy. Responsibility and defined accountability for the management and output of the individual and for a defined function may be involved. The work of others may be supervised or teams guided or facilitated.
- 7.1.2 Work involves the exercise of a degree of autonomy and may involve the control of projects or programmes. Solutions to problems can generally be found in documented techniques, precedents and guidelines or instructions. Assistance is available when required.
- 7.1.3 Competency at this level involves the self-directed development of knowledge with broad knowledge across a number of areas and/or mastery of a specialised area with a range of skills.
- 7.1.4 Competencies are normally used independently and may be non-routine. Judgement and discretion is required in dealing with clients, services, operations and processes.

8. ENTERPRISE AGREEMENT LEVEL 3 COMPETENCIES FOR THIS POSITION

- 8.1.1 Knowledge of relevant legislation, policies and procedures of the service to assist decision making and guide problem solving.
- 8.1.2 Ability to set individual work area objectives and clarify client needs and expected results. The people, funds, materials and equipment needed to carry out this work are identified and set down in an action plan.
- 8.1.3 Ability to practice principles of equity and non-discrimination in all aspects of work. Ability to develop and maintain a cooperative work group.

- 8.1.4 Ability to convey information, develop networks and promote the organisation to obtain work as well as seek feedback on client satisfaction.
- 8.1.5 Ability to identify, gather, analyse and apply information to achieve goals of the work area. Ability to present information in a way which is understandable to an audience and identifies options and recommends appropriate action.
- 8.1.6 Ability to identify and assess workplace change and explain it to others. Ability to support people in adjusting to any workplace change.
- 8.1.7 Ability to achieve personal goals in the workplace and career progression. Feedback is sought on work performance and strategies for improvement are implemented. Honest and ethical behaviour is applied with clients and colleagues.

9. SELECTION CRITERIA:

9.1 Mandatory:

- 9.1.1 Tertiary qualification in quality management, business or equivalent
- 9.1.2 Comprehensive understanding of quality and risk management principles, frameworks and methodology
- 9.1.3 Experience in accreditation processes including performing and coordinating internal audits and implementation of outcomes
- 9.1.4 Proven experience in contributing to the establishment, review and continuous improvement of compliance frameworks, policies, practices and processes
- 9.1.5 Demonstrated ability to critically interpret documents such as policies, procedures, contracts and be able to disseminate information to stakeholders, including managers.
- 9.1.6 Demonstrated commitment to the provision of high quality services, feminist practice, and a culture of respect, collaboration and continuous learning
- 9.1.7 High level interpersonal and communication skills (both written and verbal), including the ability to communicate with a broad range of staff, develop effective relationships at all levels of the organisation and develop / maintain effective network
- 9.1.8 High level organisational skills, including the ability to prioritise workflows and work to tight deadlines
- 9.1.9 Excellent computer and data base skills including the use of quality management systems, MS Word, Excel and Outlook

9.2 Desirable:

- 9.2.1 Demonstrated experience and/or knowledge of the not-for-profit sector.

To apply for this job

Applications to be made by submitting a cover letter, responses addressing the selection criteria outlined in section 10 this position description and resume, through our online application (link below). All documents uploaded as a PDF.

Correspondence is to be addressed to Dina Lynch. If you experience any technical issues, please email us at whv@whv.org.au

For further information, please contact Dina Lynch, Business Manager, on (03) 9664 9300 or dina.lynch@whv.org.au.

No applications will be considered unless the selection criteria has been addressed.

Applications close at midnight on Sunday 18th November 2018.

Visit <https://womenshealthvic.com.au/job-vacancies> to apply for this job.