



<b>Department</b>	Corporate Services – Quality
<b>Title</b>	Quality Assurance Officer
<b>Created</b>	5 Oct 2021
<b>To be Revised</b>	5 Oct 2024

<b>Role Title</b>	<b>Quality Assurance Officer</b>
<b>Job Type</b>	As per employment contract
<b>Work Hours</b>	As per employment contract
<b>Award</b>	Labour Market Assistance Industry Award 2020
<b>Classification</b>	As per employment contract
<b>Location</b>	As per employment contract
<b>Manager</b>	Quality Assurance Coordinator
<b>Direct Reports</b>	Nil

<b>Our Values</b>
<ul style="list-style-type: none"> <li>• <b>Respectful:</b> We embrace diversity and provide an inclusive workplace</li> <li>• <b>Accountable:</b> We take ownership of our decisions and our actions</li> <li>• <b>Ethical:</b> We act with honesty and transparency</li> <li>• <b>Sustainable:</b> We seek ways to minimise our impact on the environment</li> <li>• <b>Engaged:</b> We empower and support others to make decisions</li> </ul>

<b>1. Principal Function</b>
The Quality Assurance Officer (QAO) is responsible for overseeing Workways’ Service Contracts and to ensure documentation, administration, reporting and organisational processes comply with relevant legislative and contractual requirements.
<b>2. Areas of Responsibility</b>
<p><b>Please note that this is not an exhaustive list. Your duties and responsibilities may change in accordance with the requirements of the business as directed by Workways management.</b></p> <p><b>2.1 Culture</b></p> <ul style="list-style-type: none"> <li>• Adherence to Workways Values and Code of Conduct</li> </ul> <p><b>2.2 Specific Responsibilities</b></p> <ul style="list-style-type: none"> <li>• Develop, implement and maintain the quality management framework and documentation in accordance with Service Contracts, legislation and governance requirements.</li> <li>• Proactively advise and inform the Executive Management Team (EMT) of current legislative contractual requirements.</li> <li>• Assist in the preparation of complex documents for Federal/State monitoring Agencies and assist where required in responding to departmental audits.</li> <li>• Source relevant information about Quality Assurance standards, policy and procedure, service development and delivery processes and proactively implement improvements to organisational systems as appropriate.</li> <li>• Develop, monitor and review Quality Assurance operations and present comprehensive reports on the implementation and effectiveness of agreed strategies and controls.</li> <li>• Ensure reports are completed accurately and in a timely manner.</li> <li>• Monitor and check staff compliance by conducting sample audits as prescribed in policies and procedures under the direction of the Chief Financial Officer.</li> <li>• Provide meaningful, timely and objective feedback to Program Managers, and other staff members as requested by management.</li> </ul>



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- Conduct client surveys and seek feedback from Workways’ clients about the quality of services delivered by staff.
- Plan, coordinate and participate in quality system reviews and audits, assisting management to identify potential improvements to systems, processes and work flow.
- Develop and maintain systems, standard operating procedures and internal audit processes to ensure identification, recording and resolution of quality control and compliance issues.
- Develop and present appropriate training programs to Regional Managers to promote an understanding of and commitment to quality within Workways.
- Attend, as directed, external site audits conducted by departmental representatives and maintain positive working relationships with key stakeholders.

**2.3 Compliance**

- Maintain the Privacy Principles (Privacy Act 2015)
- Maintain Confidentiality Agreements.
- Maintain current knowledge of current contracts’ obligations.
- Comply with Workways policies and procedures and Code of Conduct.
- Comply with Workplace Health & Safety and Anti-Discrimination Legislation.

**3. Key Relationships**

**3.1 National Manager Quality and Quality Assurance Coordinator**

**3.2 Workways managers and staff**

- Executive Management Team
- Human Resources Team, Corporate and Program Senior Managers
- Quality Team
- Frontline Managers

**3.3 External stakeholders**

- CoAct
- National Employment Services Association (NESA)
- Workways’ customers

**4. Key competencies**

- Organisation and Planning Skills
- Attention to Detail
- Results Focused
- Communication Skills (verbal and written)
- Adaptability
- Problem Solving and Analytical Skills
- Training and Mentoring Skills
- Time Management
- Stakeholder Engagement and Customer Service

**5. Performance Indicators**

- Currency and accuracy of advice.
- Compliance and reporting.
- Performance in audits.
- Achievement against Business Plans.
- Feedback from peers, staff, Board and stakeholders.
- Responsiveness and timeliness of issue resolution.

**6. Key Selection Criteria**



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**6.1 Operational Experience**

- Demonstrated knowledge, experience and competence in concepts of Quality Assurance with relevant qualifications and/or professional memberships.
- A good working knowledge of Microsoft Office and its applications.
- Demonstrable ability to train, mentor and coach staff is desirable.

**6.2 Technical Knowledge**

- Experience in Employment Services and with either Federal or State Government funded programs.
- Demonstrated ability to interpret Department of Employment Contracts (DEC), articulate contractual requirements, and establish quality assurance mechanisms to ensure compliance with Contracts.

**6.3 Stakeholder management**

- Proven ability to satisfy stakeholders in a changing and highly regulated environment.
- Demonstrated ability to establish positive working relationships with DEC and other key government stakeholders.

**6.4 Interpersonal Skills**

- Professionally dedicated, flexible, a willingness to learn and with skills to adapt to changing environments.
- Strong organisational skills and demonstrated capacity to successfully manage competing priorities and meet deadlines.
- High degree of written communication skills including ability to develop policies and procedures in an articulate and succinct manner.
- Proven ability to maintain documentation and good file management skills.

**7. Position Requirements**

**7.1 Essential**

- Criminal History check
- The Right to Work in Australia
- Willingness to work a flexible schedule and be available to travel and overnight for blocks of time when reasonably required.

**7.2 Qualifications (Desirable)**

- Relevant qualifications and / or professional memberships, or equivalent experience.

**8. Physical Requirements**

- Computer based tasks (continuous)
- Standing (intermittent)
- Sitting (continuous)
- Walking (occasional)
- Light Lifting/carrying (intermittent)
- Driving (occasional)

**Key:**

**Intermittent:** Activity may be required very infrequently

**Occasional:** Activity required occasionally, not necessarily every day

**Frequent:** Activity required most days, up to 50% of the time

**Continuous:** Activity that exists for the majority of each day and move involve repetitive movement for prolonged periods.



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I have read and understand what is required of me to be successful in the role.

<b>Employee Name</b>		<b>Signed on behalf of Workways (insert name)</b>	
<b>Signature</b>		<b>Signature</b>	
<b>Date</b>		<b>Date</b>	