

Position Description
Quality and Compliance Officer– Disability Employment Services (DES)

KARINGAL MISSION

To provide quality services that improve the lives of individuals

Karingal is a community service organisation which is committed to providing services that enhance the lives of individuals. Our team takes pride in proactively supporting people with disabilities, disadvantages and those who are aged, to live full and active lives. We have services in Metropolitan Melbourne and Regional areas in Victoria.

BRANCH DESCRIPTION

MatchWorks provides a range of employment and related services to job seekers from 19 sites across Barwon, South Western, North West, Western Metropolitan and Hampden regions. These services include programs from Job Services Australia and Disability Employment Services (DES).

DIVISION DESCRIPTION

Disability Employment Services (DES) provides Disability Management Services and Employment Support Services. These services support people with a disability, illness or injury who are trying to gain, return to and maintain open employment until they are independent.

Position Specifics

Position objective:	To assist with administrative tasks within coordination and monitoring of the Matchworks DES Quality and Compliance Systems in line with Government Contracts, Disability Service Standards and incorporating Karingal Quality Management System (KQMS) including ISO 9001:2000 Accreditation.
Reports To:	Disability Employment Services (DES) Quality and Compliance Manager
Division:	MatchWorks
Branch:	Disability Employment Services (DES)
Primary Locations:	Corio
Employment status (F/T, P/T):	Full time
Probation:	All positions are offered with 6 month probation period.
Classification & conditions:	Karingal Collective Agreement: MatchWorks Operational Staff Structure
Remuneration:	Wages will be negotiated commensurate with experience and qualifications. An attractive salary package will be offered which includes access to salary packaging provisions. Superannuation is paid at 9%

Position Responsibilities & Duties

Communication

- High level of demonstrated verbal, listening and written communication skills are required

INTERNAL COMMUNICATION REQUIREMENTS

- General Managers– KQMS related operational matters, strategy, planning, advice, reports, meetings
- Managers – KQMS related operational matters, planning, advice, meetings
- General staff – KQMS related operational matters, planning, advice, meetings

EXTERNAL COMMUNICATION REQUIREMENTS

- Department of Employment Education and Workplace Relations (DEEWR)
- Department of Family, Housing, Community Services and Indigenous Affairs
- Auditing bodies
- Industry groups
- Other agencies

General

- Work under the direction of and in collaboration with the Matchworks DES Compliance & Quality Manager, Senior and Site Management and site operational teams to identify, and implement actions required to enhance program quality and compliance, including systems and service review, problem analysis and evaluation
- Work under management direction to maintain and oversee a regular internal and external schedule of program QA & Compliance audits for all MW DES sites
- Maintain internal QA records
- Assist in development of policies and procedures that support continual improvement in DES program activities
- Assist with general administrative duties as required.
- Assist with development and delivery of training in Quality and Compliance to DES staff
- Monitor, maintain and produce reports on the performance of internal auditing activities across all DES sites
- Further assist with development and maintenance of the DES Quality Systems
- Assist with development and implementation of effective and efficient systems such as IT development for implementing quality improvements
- Compliance with the Privacy Act 2000.
- Participate and contribute to working groups as required.
- Develop and coordinate implementation of the Karingal Quality Action plan annually.

Maintenance of QA Accreditation (DES)

- Assisting to ensure that the quality and continual improvement systems and processes maximise the achievement of Matchworks DES objectives
- Assisting to ensure program operations are meeting Quality and Compliance system standards
- Assist as required with operational specific accreditation processes such as (but not limited to) DSS Accreditation, DEEWR Compliance Monitoring, Employment Services Code of Conduct
- Conduct, monitor and report on the progress of internal audits and assist with evaluation of compliance and effectiveness of the quality system and continual Improvement activity
- In consultation with manager ensure that DES systems meet accreditation requirements and provide reports as requested.

Documentation and Administration

- Assist with reviewing, updating and maintaining the Karingal Quality Manual (including all policies, procedures and work instructions).
- Assist with reviewing and refining document control systems.
- Assist with reviewing and refining record management systems

Information

- Communicate relevant information regarding Quality and Compliance matters to MW DES Quality & Compliance Manager, other managers and staff.
- Assist in developing and maintaining systems that facilitate effective monitoring and decision-making.

Professional Development

- Maintain personal knowledge and professional development activities to support the role.
- Complete training plan.
- Participate in internal networking activities.

Challenges and Constraints

- Availability of resources.
- Sites capacities to meet Quality requirements.
- Geographic spread, size and diversity of organisation.

Other duties as directed by manager or supervisor

Measurable Results & Outcomes

- Customer Service
 - Provide a high level of customer services to all MatchWorks and Karingal staff and all external customers
- Administration
 - Maintain accurate personnel records and act as liaison between MW Management and Karingal Payroll
 - Process branch purchase orders.
 - Process cheque requests.
 - Ensure new staff have required supplies/equipment e.g. mobile phone and business cards
- ESS
 - Make financial claims electronically for Matchworks services in accordance with Job Services Australia requirements
 - Submit all claims in a timely manner.
 - Accurately input payment details for Jobs Services Australia claims using the ESS system.
 - Record amounts spent against Employment Pathway Fund (EPF).
 - Provide assistance in tracking overdue claims for Job Services Australia payments
- Reports and Audits
 - Ensure results from audits are indicative of internal and external processes and requirements
 - Create and update performance reports and graphs using M.S. Excel for Regional and Site Managers in a timely manner.
- General
 - Demonstrated compliance with all Karingal and MatchWorks policy, procedure and work instructions
 - Completion of general position responsibilities to a high standard

Performance of general position responsibilities to a high standard

Key Selection Criteria & Skills/Attributes

Essential:	<ul style="list-style-type: none"> • Advanced knowledge in Microsoft applications & data management • Excellent time management and organisational skills • Proven attention to detail and accuracy • Broad understanding of the issues experienced by people with disabilities
Desirable:	<ul style="list-style-type: none"> • Understanding of application of the ISO principles in a human service field would be an advantage • Understanding of Government Funded Employment Programs desired • An understanding of accreditation frameworks, guidelines and concepts applicable to DES programs in regard to Disability Service Standards would be an advantage.

Application Details

Application instructions:	Please send applications including cover letter and current resume to MatchWorks via email- clearly specifying your preferred work location. Late applications will not be accepted.		
Email:	workwithus@matchworks.com.au	Contact person:	Nikki Brogan Recruitment Officer MatchWorks (03) 5229-8733
Closing date:			

“Karingal is an Equal Opportunity Employer; values diversity and encourages applications from Indigenous people, people with disabilities and people from culturally and linguistically diverse backgrounds”.

Please visit our website for more information: www.karingal.org.au