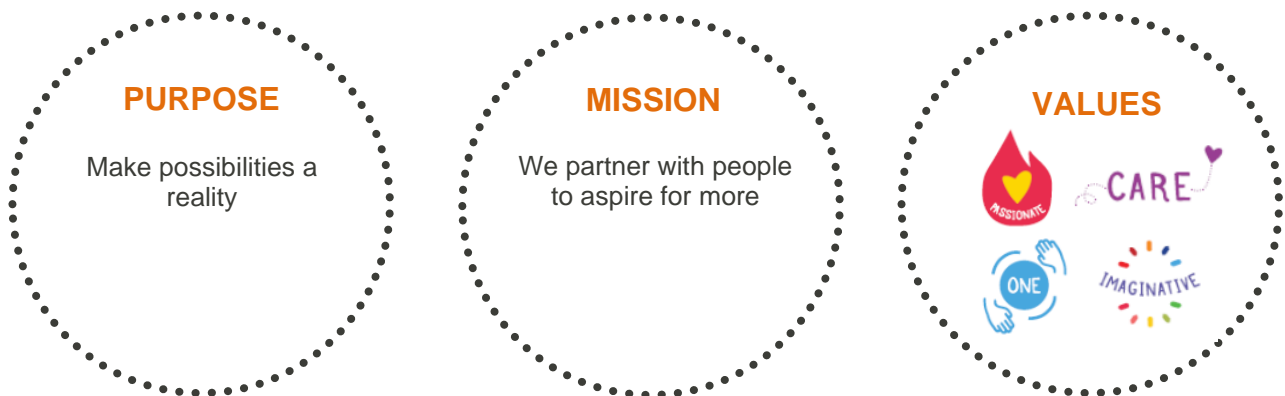


Your division	Service Delivery
Your team	Quality and Practice
You report to	Head of Customer Practice and Safeguarding

PURPOSE OF YOUR ROLE

Conduct multi-disciplinary Human Services audit/assurance activities in order to identify opportunities for improvement, ensure the effectiveness of service output and fulfilment of key regulatory and legislative obligations. You will advise Endeavour Foundation on Quality and Governance principles to improve capability and the execution of efficient, safe and person-centred service provision.

ORGANISATIONAL PROFILE



KEY SUCCESS AREAS

Personal	
Safety	<ul style="list-style-type: none"> • Demonstrate safety leadership in every action you take and decision you make, recognising good safety practice and taking action to improve safety where necessary • Work collaboratively with colleagues and business leaders to ensure a safe working environment around all assets and ensure legislative
Collaboration	<ul style="list-style-type: none"> • Foster a culture of collaboration within the Quality and Risk Management team, leading a co-create and co-deliver approach across and within the business, ensuring team members understand the commitment to shared goals • Seek out regular feedback from customers and use customer insights to drive decision making and prioritise actions and activities • Collaborate with colleagues and business leaders ensuring the collective provide a clear sense of direction and strives to unite understanding and commitment within the organisation • Partner with internal stakeholders to build a shared understanding of key issues, and encourage a culture of continuous improvement and legislative compliance - resulting in policy and procedures that are effective,

	pragmatic and fit-for-purpose
Influence	<ul style="list-style-type: none"> • Live and role model the values and behaviours of the organisation • Demonstrate effective stakeholder engagement skills, tactics and initiatives to effectively and efficiently deliver all Quality and Risk Management focused programs and initiatives • Demonstrate courage and persistence in the face of resistance and seek to understand challenges and develop effective responses • Translate organisational strategy into practical and relevant for the team, and creates a shared understanding of what has to be achieved
Role	
Operational Excellence	<ul style="list-style-type: none"> • Consult with key business stakeholders to arrange quality assurance and risk activities in accordance with the Program schedule. • A working knowledge of ISO 9001, NDIS Quality and Safeguarding Framework and National Disability Standards and their application to Service Provision. • Conduct multi-disciplined quality assurance and risk activities in accordance with the Program that will: <ul style="list-style-type: none"> • identify opportunities for improvement and any compliance gaps in key regulations, legislation or mandatory certifications, including workplace health and safety, fire, service delivery outputs and relevant service standards • identify trends, systemic issues and risks, and make recommendations to improve performance and service delivery • Support the development of action plans designed to secure relevant corrective actions and trigger improvement initiatives. • Work in partnership with key internal stakeholders to resolve internal or systemic barriers affecting the implementation of continuous improvement initiatives • Assist in the planning, development, monitoring and assessment of relevant tools, training, systems, reports and work practices that support the Quality Management and Continuous Improvement. • Provide accurate and timely information to promote a culture of continuous quality improvement and to guide decision making. • Maintain Audit Findings Register, relevant filing systems and databases. • Coordinate and support activities required to facilitate the functioning of relevant Quality Committees and/or associated Working Parties and Reference Groups

WHAT YOU NEED TO SUCCEED

Capabilities	<ul style="list-style-type: none"> • Demonstrated ability to work in partnership with key internal stakeholders to resolve internal or systemic barriers/issues affecting implementation of continuous improvement initiatives • Demonstrated competence in technology literacy and in particular applications that are relevant to the role • Demonstrated problem solving skills to successfully identify problems develop solutions and implement these using a logical and systematic approach • Demonstrated written and verbal communication skills to ensure clear and concise information is presented to the team, manager and customers
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Skills & Education	<ul style="list-style-type: none"> Internal Auditor qualification required in at least one of the key disciplines, namely Workplace Health and Safety, Human Services, Health or Aged Care, Quality Management Systems or Internal Audit
Experience	<ul style="list-style-type: none"> Demonstrated experience in a Human Services Quality role where systems were implemented monitored and reviewed to achieve business performance and outcomes Demonstrated experience working within a Quality Management Framework that supports the needs of the organisation and meets legislative and certification requirements Experience working within an organisational risk management framework