

1.0 POSITION TITLE: Compliance and Quality Manager

2.0 JOB DESCRIPTION

The Compliance and Quality Manager's main responsibility is to ensure Co.As.It. is conducting its business in full compliance with the company's policies, funding guidelines, government legislation, regulations, relevant professional standards and contractual brokerage requirements across all care services. The role is diverse in that it covers standards and legislations relating to Aged Care Services and Disability Services in alignment with funding guidelines.

The Compliance and Quality Manager's responsibility also includes leading the organisation in consistent continuous improvement and risk management practices.

The position is expected to display a high level of professionalism, confidentiality and discretion. These are paramount due to the nature of the role and information being shared by Management. Effective communication and close liaison with Management is always required.

Co.As.It.'s service delivery caters for the general community as well as clients from a CALD background and the Compliance and Quality Manager is expected to have an understanding of the culturally and linguistically diverse communities it delivers business to.

3.0 RELATIONSHIPS

- The Compliance and Quality Manager is directly responsible to the CEO.
- Liaises and works collaboratively with the Operations Manager, Team Leaders, Care Service Coordinators to ensure compliance and quality is met through care services.
- Works collaboratively with WHS Representative to ensure safety risks are identified and mitigated.
- Effectively liaises with external agencies and businesses in relation to brokerage agreements with Co.As.It.

4.0 DUTIES

4.1 Compliance and Quality:

- Assist Management in complying with government legislation, regulations, guidelines and contractual/brokerage agreements.
- Ensure Co.As.It. activities are carried out within regulatory frameworks. Inform and liaise with Management where improvements or changes are required.

- Keep abreast of industry changes and assess the potential impact of these changes on company processes.
- Contribute to the company's policies and procedures, systems and strategies that support programs and services to achieve objectives and comply with their relevant standards and legislation.
- Where required, draft policies and/procedures for CEO's approval.
- Regularly review policies and procedures and ensure they comply with relevant legislations, standards and guidelines. If needed, make recommendations and draft changes or new policies/procedures, for CEO approval.
- Ensure staff are informed of policy and procedure changes and other significant quality activities impacting on compliance and business.
- Make recommendations where required, and with CEO's approval, design and implement improvements in enforcement of compliance standards.
- Develop and streamline best practice quality assurance methods.
- Assist Management with driving and leading the Audit processes including preparation of relevant documentation.
- Promote and support a culture that enables staff to understand quality and compliance required to meet relevant current standards, guidelines and legislative obligations.
- Plan and maintain a schedule of internal audits. Undertake internal audits, including client file audits and self-assessment activities to ensure compliance is being upheld. Report outcomes to CEO and where required, develop and manage effective actions plans in response to audit discoveries and improvements required.
- Adopt a continuous improvement approach to evaluation and ongoing delivery of all Co.As.It. services. Encourage and support staff to actively contribute to continuous improvement strategies.
- Support Co.As.It. Risk Management activities.
- Where required, work with the WHS Representative to ensure safety risks are identified and mitigated.
- Collect and compile statistical quality data. Analyse data to identify areas for improvement.
- Develop and maintain a system to record and monitor compliance for the following:
 - WHS
 - Food Safety Audits
 - Support Care Staff Supervisor in maintaining training records for care staff.

4.2 Brokerage Agreements:

- Prepare Service Provision Agreements (SPA) for brokerage services as requested, ensuring they comply with government laws, program guidelines and Co.As.It. policies. Review and renew agreements at end of term.
- Maintain accurate compliance records related to the SPA and follow up with brokered service/s as required.

- Liaise with services and respond to any queries regarding the SPA and terms.
- Review contracts proposed by other agencies/businesses, analyse terms and conditions and present for signing. Advise of any potential conflicts of interest and/or other concerns which may be contrary to Co.As.It.'s policies and/or procedures.
- Provide updated insurance and other relevant compliance documents relevant to these agreements and in line with the contract terms.
- Ensure database for SPA and external agreements is always up to date and software reflects the current approved brokered services.

4.3 General

- Ensure all documents are filed according to Co.As.It.'s systems.
- Maintain Government Guidelines, Acts etc. on X drive.
- As required, develop and formalise forms for better and efficient practice across the company.
- Make sure X drive always reflects the approved and current policies, procedures and forms.
- Participate in and complete special projects as assigned by the CEO.
- Attend staff meetings and workshops as required, to inform and educate staff about quality initiatives, reviews and audits.
- Attend workshops, seminars, webinars or conferences to remain informed on changes in industry related areas.
- Be available for consultation and discussion when required and directed by the CEO.
- Assist in other duties from time to time that are broadly consistent with this job description.
- Always represent Co.As.It. unitedly and positively, safeguarding the reputation and integrity of the company at all times.

4.4 Do other such duties as may be directed by the CEO and/or Assistant CEO.

5.0 SELECTION CRITERIA

- Minimum Bachelor degree in business management or related field.
- Professional attitude with high work ethics.
- Strong knowledge of Co.As.It.'s policies and procedures.
- Comprehensive understanding of relevant standards and legislations related to aged care/disability services/community services.
- Integrity and ethical awareness due to confidentiality of Co.As.It.'s affairs.
- Ability to interact and work cooperatively with Management and others in a team environment.
- A high level of accuracy is expected (attention to detail is critical).
- Demonstrated experience in document writing.

- Understanding of quality and risk management principles, frameworks and methodologies.
- Demonstrated experience in audit processes, including carrying out internal audits and preparation of relevant documentation.
- Ability to follow directions and respect decisions and requests by Management.
- Excellent computer literacy, confident and capable in using systems and technology as required for the position.
- Highly effective skills in:
 - Verbal and written communication – to be able to effectively liaise with a wide cross section of people, including departmental staff, internal staff and brokered partners.
 - Strong people skills – a polite and professional demeanour when working with co-workers.
 - problem solving and ability to adapt quickly to new procedures.
 - effective time management skills and ability to manage workload.
 - information gathering and information monitoring.
- Flexible attitude and adaptability.
- Excellent critical thinking skills and the ability to exercise good judgement and the ability to function in a rapidly changing work environment.

6.0 STANDARDS OF PERFORMANCE

Performance appraisals will comprise of the following key performance criteria.

- Compliance records are current and in line with government legislation, regulations and relevant professional standards.
- Duties are performed to a high level of accuracy and confidentiality.
- Service Provision Agreements and records are current and comply with government laws, program guidelines and Co.As.It. policies.
- Meeting standards through various government audits.
- Delivers effective and innovative compliance and quality processes.
- Timely and appropriate liaison with other staff and external bodies.
- Demonstrates commitment to the objectives of the work area and the organisation and shows considerable drive and effort in achieving work targets.
- Performing the duties with integrity and ethical awareness due to confidentiality of Co.As.It's contracted affairs and demonstrating the following:
 - Self-motivated and inspirational.
 - Can-do attitude with an overall drive and passion for work.
 - Demonstrated organisation fit with the ability to work within a culture and values framework.
 - Team player with ability to work with others in a spirit of trust, respect, reflection and accountability.
 - Versatility and flexibility – ability and willingness to work within and adjust to constantly changing priorities with enthusiasm.
 - Adaptable with resilience to work in difficult situations and willingness to work beyond the role description when required.
 - Ability to represent Co.As.It in a culturally appropriate and professional manner at all times.

- Ability to plan and organise work to ensure schedules and timelines are met.
- Proficient in the operation of the relevant software programs to achieve tasks.
- Communicate professionally and effectively with CEO and at all other levels internally and externally.
- Effectively and efficiently report/resolve problems related to compliance and quality
- Evidence of performing beyond the role description for the benefit of the company.
- Perform the duties and responsibilities with a high degree of sensitivity to cultural issues and protocol.
- Abide by Co.As.It. policies and procedures and program guidelines.

7.0 PERFORMANCE MANAGEMENT

Any issues and concerns in reference to the performance and responsibilities according to the KPI noted in point 6, will be discussed at regular intervals and opportunities provided to improve. Performance management if applicable will be provided by the CEO.