

Position Description

Position Title	Quality and Data Officer
Department	Organisational Development
Program	Quality and Data
Location	South
Classification Level	Level 4

About Relationships Australia Tasmania

Relationships Australia Tasmania (RA Tas) is a leading provider of relationship support services. Our vision is for all Tasmanians to enjoy positive, respectful and fulfilling relationships. Our services are for everyone, regardless of race, social status, sexual orientation, gender identity or intersex status.

Our Values

At Relationships Australia Tasmania we believe that we should be:

- Willing to serve
- In it together
- People matter
- Looking forward

Position Summary

The Quality and Data Officer will work within the Organisational Development team and across the organisation to effectively ensure the quality and compliance of RA Tas policy framework and program deliverables and expectations. These areas play an integral role in supporting RA Tas to deliver client orientated, quality services that meet contractual requirements of funders as well as government legislation, regulations and relevant professional standards.

The Quality and Data Officer will be responsible for monitoring and coordinating all reporting and compliance obligations.

Key Areas of Responsibility

- Establish and maintain a quality management system that is compliant with all relevant legislation, regulatory requirements, professional standards and best practice principles
- Extract and record all obligations and deliverables from contracts, MOU and other compliance documents and standards
- Monitor contract deliverables and results, and prepare data and reports for key internal and external stakeholders
- Develop, oversee and implement an internal and external accreditation audit system
- Ensure ongoing compliance with contract requirements and accreditation audits including liaising with managers and addressing any non-compliance, recommendations or observations, including timely reporting on compliance and quality management matters
- Develop a thorough understanding of various quality standards, and identify, draft and assist with the implementation of policies and systems to ensure compliance
- Formulate strategic, proactive and innovative policy advice in response to current and emerging issues relevant to RA Tas.
- Contribute to the development, maintenance and implementation of policy, procedures, work instructions, projects and other initiatives, which supports the strategic, quality and continuous improvement agenda of RA Tas
- Provide governance over the documents on the RA Tas intranet or equivalent, ensuring that key documents on the system are accurate, fit for purpose and have appropriate approval
- Monitor accuracy and integrity of data stored in the RA Tas Client Management System.
- Any other duties as required and within the general scope of responsibilities of this position

Position Relationships

Supervisor	Manager – Quality and Innovation
Direct Report(s)	Nil
Other(s)	Leadership Group, Management Team, Organisational Development team and internal and external stakeholders

Extent of Authority

The Quality and Data Officer informs and guides to gain the acceptance of others regarding the practices, systems and processes required to achieve program and service delivery outcomes. Freedom to act is governed by clear objectives and/or budget constraints which may involve the contribution of knowledge in establishing procedures within clear objectives and/or budget constraints where there are no defined established procedures.

Organisational Responsibilities

- Demonstrate professional workplace behaviours at all times in accordance with the organisation's Code of Conduct and Code of Ethics and adhere to all organisational policies, procedures, standards, practices and RA Tas values
- Assist RA Tas to create and maintain a safe and healthy work environment by working safely and adhering to all RA Tas policies, procedures, standards and practices
- Actively participate in regular Supervision sessions in accordance with the RA Tas Supervision Model and positively engage in continued professional development activities
- Our organisation is an accredited White Ribbon Workplace, and as an employee of RA Tas you are required to promote a workplace environment that supports the rights of all employees to live free from violence and adhere to the RA Tas Family Violence Support Policy at all times
- Our organisation is a Child Safe organisation and takes child protection seriously. As an employee of RA Tas, you are required to meet the behaviour standards outlined in our Practice and Behaviour Guidelines

Selection Criteria

Essential Requirements (Skills, knowledge, experience, qualification(s) and/or training)

1. Degree or diploma in a relevant qualification and/or an equivalent combination of relevant experience, education and training
2. High level organisational skills, including acute attention to detail and the ability to prioritise workflows, work in a flexible manner in order to meet competing demands and deadlines
3. Highly developed administrative skills including attention to detail, particularly high standards of accuracy in data entry, and the ability to devise new systems and procedures as conditions change
4. 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
5. Proven experience in contributing to the establishment, review and continuous improvement of compliance frameworks, policies, practices and processes
6. Highly developed computer skills and proficiency in using databases and spreadsheets, as well as capacity to acquire new skills and train others as required
7. Ability to manage and self-motivate, work collaboratively in a team environment and across an organisation, contribute to a culture of teamwork and take a shared responsibility for achieving results
8. Ability to work within and positively advance the mission and values of Relationships Australia Tasmania

Desirable Attributes

9. Current drivers' licence
10. Previous experience in the Microsoft Office suite, including Excel

Special Requirements

- Appointment to this position will be subject to a current and satisfactory National Police Check and Working with Children Registration
- Our organisation undertakes several screening processes to ensure the appropriate protection of children in its care. This includes reference checks, identity check, qualification checks and professional registration checks.
- Some intrastate and interstate travel may be required in the position

Working Conditions

- Some out of hours work may be required in order to satisfy operational requirements
- The position may involve working with people with challenging behaviours

Approval

Jules Carroll

COO

July 2021