



POSITION DESCRIPTION

August 2017

Position	Coordinator – Quality
Program Stream	Business Operations
Employment Period	1.0 EFT 1 year fixed term position
Reports to	Team Leader – Quality and Administration
Exemption	VCAT Exemption No. H119/2017 (subject to Equal Opportunity Act 2010)
Remuneration	Salary and conditions based on qualifications and experience in accordance with the Women's Health West Enterprise Agreement 2010 level 3 (c), plus 9.5% superannuation. Generous salary packaging options available as per WHW policy. An initial probationary period will apply as part of the employment offer and contractual agreement.
Located	Women's Health West, 317-319 Barkly Street, Footscray Vic 3011

Organisational Context

Women's Health West (WHW) is the women's health service for the western metropolitan region of Melbourne. We focus on supporting women and their children to lead safe and healthy lives and on changing the conditions that cause and maintain inequity and injustice. We do this through two main complementary programs. Our health promotion program plans and implements activities designed to promote women's health, safety and wellbeing across the areas of sexual and reproductive health, mental health and the prevention of violence and discrimination. Our integrated family violence service provides a range of programs to women and children who experience family violence, including court support, crisis housing and case management. We also provide services designed to promote healing and recovery such as women's and children's counselling. We work collaboratively with communities, government and local agencies to influence public policy or change legislation, to improve access to services and resources, and to build individual, community and organisational capacity to improve the status of women. WHW is funded by local, state and federal government grants, and receives additional funding from benevolent trusts and philanthropic organisations.

Position Purpose

The quality and administration coordinator plays a pivotal role in coordinating quality management to maintain conformance with applicable standards across WHW. The coordinator is responsible for contributing to the development and improvement of WHW quality, risk and compliance systems, supporting organisational capability and performance through continuous improvement initiatives and ensuring WHW accreditation requirements across multiple programs to maintain certification. Using excellent document management, organisational and auditing skills this position is responsible for supporting the team leader - quality and administration in the transition from ISO 9001:2008 to ISO 9001:2015 standards. The coordinator also supports the quality and risk committee to action identified quality improvements and to develop and deliver an effective internal audit program. This role involves liaison with a diverse range of people, including WHW staff and representatives from auditing bodies. The ability to manage competing demands and to prioritise tasks and workloads with high attention to detail is a requirement of this role. The position is expected to contribute to the development and achievement of team and organisation goals, and to actively promote the development of a positive organisational and workplace culture in line with the principles of the organisation and the expectations of WHW's strategic plan.

Key Result Areas and Responsibility

Provide comprehensive advice and assistance to the quality and administration team leader to enable her to execute her responsibilities efficiently and effectively.

- Support the development and management of the WHW quality management system (QMS) to align with organisational requirements and compliance with applicable standards.
- Support the team leader in planning and implementing WHW's transition from ISO 9001: 2008 to ISO 9001: 2015.
- Support the implementation of the critical incident management system and the reportable conduct scheme.
- Assist with developing and maintaining documentation to comply with ISO 9001:2015 and other project related work.
- Draft, review and edit documents as delegated.
- Provide support and assistance to WHW staff with document control procedures and with understanding the operation of the WHW QMS.
- Monitor the documents register and related compliance requirements in the QMS to ensure allocated tasks are completed in a timely manner.
- Respond to enquiries from staff received through the Quality Management Inbox including monitoring and completing quality tasks as required.
- In conjunction with the team leader, develop and deliver presentations and workshops to staff on the WHW QMS.
- Maintain confidentiality regarding workplace practice, information and communication.

Support the quality and administration team leader to coordinate and participate in quality meetings and workshops, assisting with actions and tasks that derive from all meetings and workshops.

- Assist the team leader to provide secretarial support to the quality and risk committee, including preparation of required documents and monitoring of outstanding actions.
- Coordinate and participate in quality meetings and workshops as required to ensure effective implementation and improvement of WHW's quality, risk and compliance systems.
- Assist in the development of meeting agendas, production of minutes and other documentation where required.

Support the quality and administration team leader and WHW staff to coordinate and participate in internal and external audits.

- Coordinate preparation for and participate in external audits, advising the team leader as required to ensure appropriate project plans are developed in preparation for the audits.
- Assist the team leader to develop and implement a formal annual internal audit plan, including developing and reviewing audit tools and ensuring audits are scheduled and conducted in accordance with the plan.
- Support participating WHW staff with internal and external audits.
- Develop action plans to address improvements and observations associated with and arising from internal and external audit reports.

Contribute to the development and achievement of team and organisation goals through regular supervision and participation in professional development activities.

- In collaboration with the team leader-quality and administration, participate in the development, monitoring and review of a clear work plan that sets out objectives, activities, outcomes and evaluation methods for this position.
- Participate in induction processes and probationary reviews as required.
- Participate in regular supervision and annual appraisal to discuss workload and professional development.

- Undertake identified training and professional development activities to support skills development.
- Role model respectful and professional behaviour within the work environment at all times including displaying initiative, openness, honesty, genuineness and transparency.

Contribute to processes that ensure collaboration and integration across and between WHW programs and service to achieve organisational goals and objectives.

- Actively participate in team, program, stream and staff meetings and planning days.
- Actively participate in cross team and cross-stream mechanisms designed to facilitate links within and between the business operations stream and the whole organisation, ensuring that collaboration is embedded in all aspect of WHW's operations.
- Engage in organisation-wide strategies, plans and events to enhance WHW's reciprocal engagement with our clients and communities, including the client and community participation plan, the reconciliation action plan and the feminist audit tool.
- Participate in organisational continuous quality improvement and risk management frameworks.
- Engage in activities and behaviours that actively promote the development of a positive organisational and workplace culture in line with the principles of the organisation and the expectations of WHW's strategic plan.

Key Selection Criteria

1. Tertiary qualifications in quality management, business or equivalent.
2. Demonstrated experience (at least 3 years) in a quality officer support role, preferably in the not-for-profit sector.
3. Demonstrated experience (at least 2 years) in document writing and document management systems.
4. Comprehensive understanding of quality and risk management principles, frameworks and methodology.
5. Knowledge and understanding of DHHS and ISO 9001:2015 standards.
6. Experience in accreditation processes including performing and coordinating internal audits and preparing relevant documentation.
7. Highly developed organisational skills and the ability to work to strict deadlines.
8. Ability to make sound judgements and demonstrate initiative.
9. Ability to work autonomously and as a member of a team.
10. Well - developed interpersonal and communication skills including the ability to develop effective and collaborative working relationships with colleagues and successfully liaise with a range of external interests.
11. High degree of competence with Microsoft Office programs and demonstrated proficiency in IT applications including email, electronic calendars, filing systems and databases.
12. Excellent writing skills, an attention to detail and a high level of professionalism.
13. Ability to manage competing priorities and meet strict deadlines.

PERFORMANCE MONITORING

An initial review of performance will be undertaken within **six months** of commencement, as per WHW's probationary policy and procedure. Annual appraisals and support for development will relate to the key result areas above.

REVIEW OF POSITION DESCRIPTION

This position description will be reviewed biennially as part of the annual appraisal process, when the position becomes vacant, or as deemed necessary.

ADDITIONAL INFORMATION ABOUT WHW

1. Women's Health West is an equal opportunity employer with VCAT Exemption No. H119/2017.
2. Aboriginal and Torres Strait Islander women, and those who speak languages other than English are encouraged to apply.

3. Women's Health West is a child safe organisation and employment is subject to the satisfactory completion of a national police record check and a Working with Children Check. An international police check is also required if you have lived or worked overseas for more than 12 months in the last 10 years.
4. In the context of work health and safety, all employees are required to carry out their duties in a manner that does not adversely affect their own health and safety or that of others. All incidents and injuries must be reported and staff must co-operate with any measures introduced in the workplace to improve WH&S.

FURTHER INFORMATION

If you have specific queries about this position please contact the Team Leader - Quality and Administration on 9689 9588.

To apply for this position, please send your written application responding to the key selection criteria marked 'Confidential' to the address below. Please include three nominated referees, including your most recent line manager.

Recruitment
Women's Health West
317-319 Barkly Street
FOOTSCRAY VIC 3011
recruitment@whwest.org.au