



Quality, Risk, and Compliance Coordinator

| EMPLOYMENT DETAILS | | | |
|-------------------------|---------------------------------------|----------------------------|----------------------------|
| Role type | Fixed | Award | ACCHO |
| Hours per week | 30.4 – 38 | Classification | Corporate Services Level 4 |
| Length of Term | Ongoing | Salary | As per award |
| Reports to | Quality, Risk, and Compliance Manager | Additional Benefits | Access to Salary Packaging |
| Secondary Report | N/a | PD Last Review Date | 12 months |

| ORGANISATIONAL CONTEXT | |
|--|--|
|  <p>Bendigo & District Aboriginal Cooperative (BDAC) is an ACCO (Aboriginal Community Controlled Organisation) registered as a member under the umbrella of VACCHO (Victorian Aboriginal Community Controlled Health Organisation) and represented nationally through NACCHO (National Aboriginal Community Controlled Health Organisation).</p> <p>BDAC was founded to represent and provide services to Aboriginal and Torres Strait Islander people living on Djaara Country.</p> <p>BDAC has a responsibility to ensure growth of services, development of our Aboriginal and Torres Strait Islander community, better and improved health outcomes for our people, improved quality of life and be a lead agency in providing self-determination employment and career pathways for Aboriginal people.</p> |  |

| LOCAL WORK ENVIRONMENT |
|---|
| <p>Bendigo and District Aboriginal Co-operative provides a range of specialist services for Community living on Djaara Country including a Medical Clinic, Health and Wellbeing, Family and Community Services, and Kindergarten.</p> |

| POSITION OBJECTIVE |
|---|
| <p>The position is a member of the Quality, Risk, and Compliance Team which is responsible for monitoring quality and safeguarding systems across BDAC.</p> <p>The coordinator is responsible for supporting the implementation and monitoring of systems to ensure compliance with regulation, legislation, quality standards and best practice within an ACCHO. They will also be responsible for conducting risk assessments and facilitating communication between all areas to maintain a culture of continuous improvement. They will also foster a 'system by design' proactive approach to seamlessly meet accreditation and regulatory obligations in a proactive manner. This includes reflecting the specific approach of BDAC to have the most impact for Community.</p> |

BDAC'S VISION AND CORE VALUES

“Empowered generations belonging to strong families, culture and community”.

Our Lore refers to the stories, customs, beliefs, and spirituality of our People. Our Lore guides our work and has been passed down through generations by our ancestors and knowledge holders. Our five LORE principles are:

- We keep our focus on Community priorities.
- We are brave.
- We think outside the box.
- We create a safe, caring, and supportive environment.
- We are accountable.

Please refer to our <https://www.bdac.com.au/our-strategy> for further information about our underlying principles within the BDAC Strategy.

KEY POSITION RESPONSIBILITIES

| | |
|---------------------------------|---|
| Primary Responsibilities | <p>Quality</p> <ul style="list-style-type: none"> • Maintain strong collaborative relationships with staff, students, volunteers, and the Executive to support sustainable systems and frameworks to meet quality, risk, and compliance obligations. • Administer, implement, and monitor the quality management system (<i>LogiqcQMS</i>). • Facilitate training and provide guidance to staff on quality, risk, and compliance frameworks. • Provide administrative support to the Quality Assurance Committee and OHS Committee. • Coordinate activity of the Emergency Planning Committee. <p>Risk</p> <ul style="list-style-type: none"> • Identify potential risks impacting operations, recommend strategies to mitigate them and provide support as required. • Coordinate implementation of the internal audit and inspection program. • Coordinate implementation and currency of the OHSW Management System alongside key stakeholders. • Coordinate implementation and currency of the Emergency Management Plan. • Administer BDACs insurance portal to ensure currency. • Oversee records management activity including ensuring registration of business records, retention, disposal, storage, recall, and security relating to these activities. <p>Compliance</p> <ul style="list-style-type: none"> • Oversee the Document Management Procedure ensuring policy and procedure has been through appropriate channels of development through to publishing. • Work with respective managers in relation to closure of incident and feedback reports ensuring opportunities for improvement have been identified. |
|---------------------------------|---|

| | |
|--|--|
| | <ul style="list-style-type: none"> • Coordinate scheduling of applicable external accreditation assessments. • Support program delivery and corporate services in relation to accreditation standards self-assessment to ensure readiness for external reviews. • Keep up to date of changes in legislation, regulations, and industry best practice to ensure contemporary systems. |
| <p>General Responsibilities</p> | <ul style="list-style-type: none"> • Model and abide by BDAC Values, Code of Conduct, Policy, and Procedures. • Participate actively in and facilitate supervision and professional development activities. • Ensure that you participate in team meetings, staff meetings and other community activities as requested. • Ensure that you adhere to legislative requirements. • Ensure that you report any risks identified immediately to your line manager. • Participate within the team to ensure performance against expectations including performance management and staff development, in accordance with BDAC's policies and procedures. • Ensure that all staff are provided with and operate in a safe environment in accordance with BDAC'S OHS policies and procedures. • Participate in Continuous Quality Improvement (CQI) activities. |

| |
|--|
| <p>COMMITMENT TO SAFETY</p> |
| <ul style="list-style-type: none"> • All children have the right to be children and live free of abuse and neglect, so they can grow, learn, and develop. Everyone within BDAC is responsible for ensuring a culture of child safety, preventing child abuse, and abiding by the Child Safe Standards. • BDAC is committed to the health and wellbeing of its employees and stakeholders. • BDAC has a zero tolerance to all forms of violence. |

| |
|--|
| <p>KEY SELECTION CRITERIA</p> |
| <ul style="list-style-type: none"> • Demonstrated understanding and commitment to Aboriginal health, Aboriginal culture, and the philosophy and practice of Aboriginal Community Control. • Demonstrated experience in compliance and/ or quality including coordination of processes relating to audits. • Demonstrated ability to work effectively as part of a multi-disciplinary team to contribute to the development and delivery of policy, projects, and organisational strategies. • Attention to detail and sound working knowledge of quality and accreditation processes. • High level communication, writing and presentation skills including demonstrated ability to prepare policies, submissions, reports, and presentations for a variety of audiences. • Experience consulting with, interacting and working effectively with a diverse range of partners, stakeholders, funders, and colleagues. • Proven ability to use initiative, prioritise and work with limited supervision with a diverse team to meet the needs of management, Community, and stakeholders. • Adaptability and flexibility to work within an environment subject to competing priorities and change. • Able to demonstrate high levels of competency in using software, computers, with familiarisation with the Windows environment and Microsoft Office applications. |

Mandatory education, training and/ or competencies

- Experience working in the community and not-for-profit sector.
- Demonstrated experience in quality, compliance, and/ or risk management.

Preferred education, training and/ or competencies

- Tertiary qualification in quality management, auditing, risk management,

CONDITIONS OF EMPLOYMENT

- Must pass a Criminal Police Record Check.
- Must pass and provide copy of Working with Children’s Check (*or Teachers Registration if applicable*).
- Must hold current full Victorian Drivers Licence and provide a copy.
- Must have the right to work in Australia.
- Must pass an Employment History check; and
- Must have and maintain a commitment to child safety, equity, inclusion, and cultural safety.
- **Vaccination Policy:** all staff are encouraged to be vaccinated against whooping cough, measles, mumps, and rubella (MMR) (*if not immune*), influenza (*annually*), hepatitis A and B, chicken pox (*if not immune*); shingles (*for eligible people*), and COVID-19. It is expected that Clinic and kindergarten staff will be vaccinated against the above diseases and will be required to complete a **Vaccination Consent Form**. It is also expected that Clinic staff will be vaccinated again diphtheria, tetanus and pertussis (DtP).

EMPLOYEE STATEMENT

I have read, understood, and accepted the above position description of the Quality, Risk, and Compliance Coordinator.

EMPLOYEE NAME:

SIGNATURE:

DATE:/...../.....