



## POSITION DESCRIPTION

### Quality and Continuous Improvement Officer

#### Position Details

<b>Position:</b>	<b>Quality and Continuous Improvement Officer</b> 12 Month fixed term - Full-time position
<b>Classification:</b>	SCHADS 5.1 Community, Home Care and Disability Services Industry Award 2010 and the DVAC Certified Agreement 2017

#### Organisational Information

##### Purpose

DVAC works with individuals and communities to eliminate, prevent and respond to domestic and family violence, and sexual violence by:

- Collaboratively providing quality support services
- Challenging social norms and structures that enable people to use violence/enable the use of violence
- Building awareness and capacity within the community
- Encouraging egalitarian relationships.

##### The Organisation

DVAC is a growing and thriving Organisation with a strong reputation as a specialist provider in our local communities. This is a newly created position due to Organisational growth. You will find detailed information about the Organisation on our website [www.dvac.org.au](http://www.dvac.org.au)

##### Equal Employment Opportunities

DVAC is committed to diversity in our workplaces. We encourage people who identify as Aboriginal or Torres Strait Islander, have a disability, come from different cultural backgrounds and the LGBTQ+ community to work in our Organisation.

#### Position Summary

The Quality and Continuous Improvement Officer is a newly created position to support DVAC quality, continuous improvement and compliance functions, located within the Business Services Team you will:

- Audit records and processes to identify areas for continuous improvement
- Monitor compliance with relevant regulations and standards
- Carry out Complaints Officer functions
- Investigate and report on feedback and incident records
- Analyse data for our Quality Indicator areas
- Provide input into policy and procedure development and review
- Implement continuous improvement projects

#### Key Responsibilities and Outcomes

##### Administrative/Line Management

- **Policy Development and Implementation:**
  - Ensure policies are compliant with current legislation and reflect best practices alongside subject matter experts within the team
  - Implement and monitor policy changes and updates
- **Compliance Monitoring:**
  - Conduct regular reviews to ensure compliance and quality with Organisational Policy, Practice Standards and Human Services Quality Framework

- Prepare compliance reports and recommend improvements
- **Complaints and Incidents**
  - Investigate, resolve and report on complaints when required
  - Review and update the Feedback, Compliment and Complaints Register providing monthly reports and support to the Executive Leadership Team
  - Review and update the Incidents Register providing monthly reports and support to the Executive Leadership Team
  - Review and update the Quality Improvement plan providing monthly reports and support to the Executive Leadership Team
- **Documentation Management:**
  - Maintain accurate and up-to-date document control processes
  - Ensure all document changes are communicated effectively across the organisation

### Professional Skills and Knowledge

- **Legislative Knowledge:**
  - Stay informed about relevant laws, regulations, and standards impacting DVAC
  - Apply this knowledge to policy development and review processes
- **Analytical Skills:**
  - Conduct research and analysis to support policy recommendations
  - Use data and feedback to inform policy improvements
- **Communication Skills:**
  - Consult with internal and external stakeholders, with an ability to synthesis complex information.
  - Prepare clear and concise documents and reports
  - Provide guidance and support to staff on related matters

### Support/Person

- **Collaboration:**
  - Work closely with the Business Services Manager and other team members to support quality related projects
  - Act as a liaison between different organisational portfolios to ensure Organisational alignment
- **Advice and Support:**
  - Offer expert advice on quality, policy and compliance matters to staff and management
  - Support the implementation of new policies and procedures and systems relating to quality, compliance and continuous improvement
- **Stakeholder Engagement:**
  - Engage with external stakeholders as required to gather insights and feedback on policies

### Educative/Professional Development

- **Training and Development:**
  - Develop and deliver training sessions on new or revised policies, procedures and quality improvement initiatives where required
  - Stay current with professional development opportunities related to the role
- **Knowledge Sharing:**
  - Share insights and best practices with the team
  - Contribute to knowledge-building initiatives within the Organisation

This position description outlines the primary responsibilities and duties of the Quality and Continuous Improvement Officer. It is not exhaustive and should not be viewed as encompassing all tasks that may be required of the role. Additional responsibilities and tasks may be assigned by management as needed to meet the organisation's requirements and support its objectives.

## Accountability

The Quality and Continuous Improvement Officer works within the philosophy, objectives and policies of the organisation including:

- Working within a feminist framework.
- Working as a member of the staff team.
- Utilising consultative and collaborative processes.

The Quality and Continuous Improvement Officer reports directly to the Executive Policy Officer with additional accountability to the Executive Leadership Team, CEO, and the Board as the employing body. The Quality and Continuous Improvement Officer will adhere to established processes that ensure transparency in all decisions and actions undertaken during their work. Furthermore, the Communications Officer is responsible for maintaining accountability to both the staff team and the clients using the service.

## Qualifications and Experience

- Comprehensive knowledge of Organisational policies and procedures
- Driver's license
- Pre-employment screening includes working with children check (Blue Card) and criminal history check.
- **Qualifications:** Relevant tertiary qualification
- **Experience:** Demonstrated experience in auditing, quality and/or policy development and management, preferably in a similar sector
- **Skills:** Strong analytical, communication, and Organisational skills
- **Knowledge:** Understanding of legislation relevant to domestic violence and non-profit organisations

## Personal Attributes

- Demonstrable commitment to the DVAC Mission, Values, and feminist principles
- A credible and engaging communicator
- Effective decision making, professional judgment and ethical behaviour
- High attention to detail and accuracy in documentation and compliance monitoring.
- Ability to anticipate quality, compliance needs and recommend solutions.
- Effective team player with strong interpersonal skills
- Flexible and able to adjust to changing priorities and new challenges.

## DVAC Organisational Capabilities

- Understanding the nature, drivers and context of domestic, family and sexual violence and trauma
- Upholding dignity and value through healing-centred engagement
- Managing risk, prioritising safety and recovery
- Working as part of an integrated system
- Demonstrating a reflective and self-aware approach

DVAC is an equal opportunity employer. We encourage applications from all qualified individuals, including those from diverse backgrounds.