

### INFORMATION - Quality Standards Manager

**Are you somebody who strives for excellence in their career, who aligns to our values of Reconciliation, Inclusion and Continuous Improvement?  
If this sounds like you, Joblink Plus could be your next move.**

We are looking for a qualified and experienced Quality Standards Manager to join our team based in Tamworth. You will have relevant experience in quality systems and compliance monitoring. You will also have recent experience in the development, implementation and management of systems, auditing processes and continuous improvement.

#### About Us

- For purpose/not for profit organisation
- 80 locations across NSW, offering diverse programs including Disability Employment Services, NDIS, Youth Programs, Parents Next and RTO training.

#### About the role

- Responsible for establishing a positive quality improvement culture, underpinned by effective Quality and Risk Management Frameworks.
- Lead, advise and monitor accreditation cycles and processes, quality improvement initiatives, risk management, process and system development and protocols and guidelines across Joblink Plus.
- Key resource for Joblink Plus, pivotal in overseeing and leading quality processes and improvement initiatives.
- Ensure consistency of policies and procedures, providing oversight of risk management, legislative compliance and entrenching an 'accreditation ready' approach across the organisation.

#### Essential Criteria

- You will have relevant experience and/or qualifications in one or more of the following: ISO9001; ISO14001; ISO27001; NSDS; NDIS.
- Strong organisational and project management skills with an ability to work to timelines and be outcome focused whilst managing multiple tasks.
- Demonstrated experience in leading, implementing and maintaining a quality management system and executing quality improvement measures

#### What we offer

- Generous remuneration package including salary packaging options.
- The opportunity to work in a passionate, respectful, open, innovative and collaborative work place.
- Active encouragement for training and ongoing career development
- Thriving region offering a range of quality employment opportunities, the region fosters entrepreneur growth, research development and continuous learning throughout its industry sectors and community. As an agricultural hub for Australia, a service centre for surrounding mining developments, a hub for small business and strong growth in emerging sectors such as aviation and advanced manufacturing,
- **Relocation assistance will be provided if appropriate**

If you would like to be part of a dynamic and performance driven business, visit our website <http://www.joblinkplus.com.au/Joblink/Careers-with-Joblink-Plus/> to apply online.

As part of your application please include a cover letter which provides clear explanation of why you are applying for the role, along with a current resume, noting at least two business references.

Applications without a cover letter will not be considered for this position.

<b>Position Title:</b>	Quality & Contract Manager
<b>Business Unit:</b>	Performance & Quality
<b>Position Location:</b>	Head Office
<b>Position Reports To:</b>	Chief Executive Officer
<b>Direct Reports:</b>	Claims Quality Support, Special Projects Coordinator
<b>Award Classification:</b>	Salary

*Joblink Plus employees show understanding and empathy for people from culturally diverse and disadvantaged backgrounds.*

### **Purpose of the position:**

1. Manage the compliance of government contracts held by Joblink Plus, specifically JSA and DES contracts.
2. To meet agreed Key Performance Indicators (KPIs) as outlined in annexure 1.

### **Position Duties and Responsibilities:**

1. Liaise with the Department to ensure contractual compliance across JSA and DES contracts.
2. Identify potential risk and non-compliance issues, liaising with and referring to appropriate stakeholders.
3. Monitor contractual key performance indicators to ensure timely, accurate and effective feedback is provided.
4. Provide advice and/or assistance to operational staff in the interpretation and application of the contract, deed & guidelines.
5. Manage client and stakeholder complaints, liaising with the Department where appropriate and managing issues to solution.
6. Upload contract change notifications to the intranet ensuring all available information and resources are current and up to date.
7. Participate in internal auditing as required and report on progress/status.
8. Keep abreast of contractual changes and trends, ensuring all changes are communicated in a timely manner to management and operational staff.
9. Coordinate and deliver internal training within the performance and quality team for contractual changes and updates.
10. Assist in the development of coaching material and other resources for internal use.
11. Coach operational staff as required, providing advice and problem solving issues to solution.
12. Lead, support, and mentor team to achieve identified outcomes, monitoring team performance, work load distribution, assignments and duties.
13. Provide advice and reports as required.

### **General Accountabilities:**

1. Demonstrate the Joblink Plus Vision, Mission and Values.
2. Conduct your duties following Joblink Plus policies, procedures and guidelines.
3. Demonstrate empathy for people from diverse and disadvantaged backgrounds.
4. Minimise the company's exposure to risk.
5. Ensure consistent delivery of the highest level of customer service.
6. Deliver agreed outcomes, on time and in accordance with best practice principles.
7. Develop an organisation environment that values and rewards integrity, trust and innovation.
8. Promote and implement the principles and practices of Equal Employment Opportunity (EEO) and Workplace Health & Safety (WH&S).
9. Promote and implement the principles of personal accountability with relation to discrimination in the workplace, accepting responsibility and answering for the outcomes of your choices, behaviours and actions.
10. Apply continuous improvement principles and practices to all aspects of operation.
11. Maintain confidentiality in all Joblink Plus operations.
12. Develop and maintain solid working relationships with your Manager, team and stakeholders.
13. Conduct all relevant administrative functions in a timely and accurate manner.
14. Perform other duties as directed (within the skill range of the employee).

## Essential Competencies

<b>Skills</b>	<p>Contract interpretation, application and monitoring</p> <p>Written communication, with the ability to develop suitable organisational resources</p> <p>Verbal communication with the ability to build rapport and sustain working relationships</p> <p>Leadership and management, able to coach and mentor others</p> <p>Time management, able to multitask and meet strict deadlines</p> <p>Research &amp; analysis</p> <p>Problem solving &amp; logical thinking</p> <p>Sound judgement, confident &amp; informed decision making</p> <p>Administration, reporting, computer applications, MS Office Suite</p>												
<b>Behavioural</b>	<table border="0"> <tr> <td>Resilience</td> <td>Teamwork</td> <td>Professional</td> </tr> <tr> <td>Integrity</td> <td>Autonomy</td> <td>Innovative</td> </tr> <tr> <td>Initiative</td> <td>Driven</td> <td>Adaptable</td> </tr> <tr> <td>Leadership</td> <td>Organised</td> <td>Flexible</td> </tr> </table>	Resilience	Teamwork	Professional	Integrity	Autonomy	Innovative	Initiative	Driven	Adaptable	Leadership	Organised	Flexible
Resilience	Teamwork	Professional											
Integrity	Autonomy	Innovative											
Initiative	Driven	Adaptable											
Leadership	Organised	Flexible											
<b>Knowledge</b>	<p>Government contracts and guidelines, specifically Employment and Disability Services and other related program contracts</p> <p>Internal auditing as applied to government contract compliance and quality assurance processes</p> <p>Privacy and confidentiality principles</p>												
<b>Experience</b>	<p>Minimum five (5) years experiences in employment services</p> <p>Liaison with government departments with regards to contract management</p> <p>Quality assurance</p>												
<b>Licences</b>	<p>Current Australian Class C drivers licence</p>												

## Desirable Attributes

<b>Experience</b>	<p>Contract or site management in Employment Services Industry</p>
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**Organisational Structure**



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**Acknowledgement:**

I acknowledge that I have read and discussed this position description and understand my role, duties and responsibilities.

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**Name**

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**Signature**

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**Date**