

Role Title:	Quality Standards Manager
Business Unit:	Quality Assurance
Role Location:	Head Office
Role Reports To:	Executive Manager Contracts & Community Partnerships
Direct Reports:	Nil
Award Classification:	Salary

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

Purpose of the role:

Working closely with the Executive Management Team, you will be responsible for the development, strategic positioning and ongoing management of the organisations externally accredited quality systems and standards.

Role Duties and Responsibilities:

1. Know and understand the applicable standards and quality frameworks, including the spirit of and intent of the legislative body, and contribute to staff working knowledge of same.
2. Provide team support in a senior influencing role to improve awareness of quality standards, their requirements and expectations, and the means to meet them.
3. Coordinate both scheduled and responsive desktop auditing to identify compliance gaps, and report these as required by relevant processes and/or procedures.
4. Coordinate development of user-friendly communications and interpretation to all staff about quality standards and relevant changes to frameworks.
5. Identify system issues and areas for continuous improvement through desktop monitoring, providing feedback as required by relevant processes and/or procedures.
6. Liaise with Quality Systems team to make recommendations.
7. Liaise with Business Managers to ensure verification of audit corrective action
8. Keep abreast of contractual changes and trends, and apply this knowledge to daily duties and responsibilities.
9. Prepare reports and capture data as directed.
10. Maintain an excellent working knowledge of Joblink Plus systems and processes.

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).
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Essential Competencies

Skills	<p>Written and verbal communication, able to build rapport and sustain working relationships</p> <p>Networking and stakeholder engagement</p> <p>Attention to detail</p> <p>Time management, able to multitask and meet strict deadlines</p> <p>Research & analysis</p> <p>Sound judgement, problem solving & logical thinking</p> <p>Administration, reporting, computer applications, MS Office Suite</p>												
Behavioural	<table border="0"> <tr> <td>Resilience</td> <td>Teamwork</td> <td>Professional</td> </tr> <tr> <td>Empathy</td> <td>Autonomy</td> <td>Innovative</td> </tr> <tr> <td>Integrity</td> <td>Driven</td> <td>Adaptable</td> </tr> <tr> <td>Initiative</td> <td>Organised</td> <td></td> </tr> </table>	Resilience	Teamwork	Professional	Empathy	Autonomy	Innovative	Integrity	Driven	Adaptable	Initiative	Organised	
Resilience	Teamwork	Professional											
Empathy	Autonomy	Innovative											
Integrity	Driven	Adaptable											
Initiative	Organised												
Knowledge	<p>Employment Services</p> <p>Government contracts and guidelines</p> <p>Privacy and confidentiality principles</p>												
Experience	<p>Employment Services</p> <p>Management systems internal auditing</p> <p>Meet set KPIs and/or targets</p>												
Licences	<p>Current Australian Class C drivers licence</p>												

Desirable Attributes

Qualifications	<p>Employment services, community services, youth or social sciences</p>
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Organisational Structure



Acknowledgement:

I acknowledge that I have read and discussed this role overview and understand my duties and responsibilities.

Name

Signature

Date