

*Rights Information and Advocacy Centre Inc.*  
*Position Description: Quality Assurance Manager*

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**POSITION DESCRIPTION - Quality Assurance Manager**

<b>Position:</b>	Quality Assurance Manager
<b>Employer:</b>	Rights Information and Advocacy Centre Inc.
<b>Hours:</b>	Part Time
<b>Award:</b>	Social, Community, Home Care and Disability Services Industry Award 2010 and the National Employment Standards
<b>Classification:</b>	Social and Community Services Employee
<b>Contract Term:</b>	Fixed Term, until 30 June, 2020.
<b>Management/Supervision:</b>	Chief Executive Officer
<b>Location:</b>	Shepparton

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### **Background**

Rights Information and Advocacy Centre Inc. (RIAC) is a not for profit organisation operating throughout central and north western Victoria, Geelong and southern NSW providing information and advocacy support to individuals, families, carers and communities.

RIAC is funded by the Commonwealth and Victorian Governments to provide issue based individual and systemic advocacy assistance to people living with a disability.

RIAC is also funded for a National Disability Insurance Scheme Appeals Program which plays an important role in ensuring that National Disability Insurance Scheme (NDIS) decisions are fair and robust.

Our Access and Support program provides quality individual services to people with a disability, frail older people and their carers to ensure individual needs are addressed and to assist, promote and encourage independence.

### **Position Objective**

The Quality Assurance Manager is responsible for ensuring the services provided by RIAC are consistent and meets both internal and external requirements. This includes determining, negotiating and agreeing in-house policies, procedures and work instructions to comply with legislative and funding requirements and standards. It is also responsible for ensuring legal compliance and key stakeholder expectations. This position also monitors and advises on the performance of all parts of the organisation and provides reports on performance measured against the required standards. The Quality Assurance Manager is also responsible for liaising and coordinating with Quality Assurance Auditors as required by the organisation's Programs.

The Quality Assurance Manager is a member of RIAC's senior management team and will provide support to the Chief Executive Officer in examining all opportunities for RIAC's expansion. This may include preparation of applications, tender documents, etc.

### ***Key Roles & Responsibilities***

The Quality Assurance Manager's role is to:

- Undertake a process of ongoing review of RIAC's policies, procedures and practices within program quality requirements. This may include developing quality procedures with RIAC Program Managers and staff.
- In conjunction with the Chief Executive Officer, assisting the organisation in preparing for Quality Assurance Audits as required by the funding bodies programs. This includes liaising and negotiating with the Auditors and RIAC Program Managers.
- Undertake internal audits, including client files, policy, procedure and practices to ensure adherence and compliance of RIAC staff.
- Ensure the collection and reporting of, and where necessary the adoption of client and stakeholder feedback, to ensure that RIAC policies, procedures and practices best meet the needs of key stakeholders. This may include examining records of compliments and complaints and other forms of feedback.
- Undertake, in conjunction with RIAC Program Managers and staff, the development of policies, procedures, practices and standards for those Programs which do not have such systems in place.
- In collaboration with the Chief Executive Officer examine all opportunities for RIAC's expansion and undertake the tasks necessary to bring such opportunities to fruition. This may include tenders, grant applications, expressions of Interest, philanthropic opportunities etc.
- Undertake project work as required.
- The incumbent can be expected to be allocated duties as directed by the CEO, not specifically mentioned in this document, but within the capacity, qualifications and experience normally expected from persons occupying positions at this classification level.
- Demonstrated commitment to RIAC's values of Respect, Independence, Acceptance and Collaboration.

### ***KEY SELECTION CRITERIA***

To competently perform in this position, the person should possess the following knowledge, skills and experience outlined in the following Key Selection Criteria:

#### **Mandatory/ Highly regarded skills and experience:**

1. Possess an appropriate management qualification with considerable experience in the development and preparation and policies, procedures and practices with an emphasis on achieving quality outcomes for clients.
2. A knowledge of the requirement of funding bodies in relation to Quality Standards for specific Programs delivered by RIAC.

3. Highly developed skills in the use of software packages including Microsoft Office Suite, accounting and database programs and an understanding of Program Service Agreements and performance requirements.

### **Selection Criteria**

1. Highly developed managerial and negotiation skills, and understanding of Quality Assurance Standards and requirements.
2. Demonstrated experience in developing, implementing, reviewing and evaluating Program compliance and the development of supporting policies, procedures and practices within a Quality Assurance environment.
3. Demonstrated experience in tender writing, grant applications and philanthropic partnerships.
4. Advanced time management skills, together with a demonstrated ability to establish deadlines, plan and identify priorities, meet timelines and record and analyse service targets.
5. Ability to investigate, negotiate and make recommendations in relation to opportunities for RIAC's expansion of Programs and increased geographic coverage.

### **Other position requirements:**

1. The completion of a satisfactory National Police Records Check.
2. Working with Children Check
3. Required statutory declarations
4. A current unrestricted driver's licence
5. This position may be required to travel to all RIAC offices and other locations as required.

### **Authority**

The Quality Assurance Manager reports to the Chief Executive Officer and acts under direction and delegation to investigate and implement quality improvements within RIAC's Programs in order to meet the required Programs Standards.

### **Award/Agreement**

RIAC employees are employed under the Social, Community, Home Care and Disability Services Industry Award 2010 and the National Employment Standard.

This position is classified under this Award and remuneration will be dependent upon experience and qualifications. RIAC currently has salary packaging arrangements available to its employees.

### **Performance Review**

A six monthly probationary period applies to this position. RIAC has a Performance Development Policy which includes the development and review of an annual Performance Plan.

### **Police check/Working with Children's Check**

Before commencement, the employee must undergo a National Police Records Check.