

# POSITION DESCRIPTION



**Position:** Manager (Compliance and Quality)

**Position Classification Level:** Community Service Worker Classification Level 6 & 7 (as per Northside's Enterprise Agreement)

**Reports to:** General Manager, Compliance & Quality

## POSITION OBJECTIVE

Under the guidance of the General Manager (Compliance and Quality), the Manager (Compliance and Quality) oversees the development, monitoring, and continuous enhancement of compliance and quality systems at Northside. This ensures that our facilities, including Early Childhood Centres, and services like Early Childhood Learning, Aged Care, Housing, and Community Development consistently adhere to relevant legislations and regulations, particularly the National Quality Framework (NQF) and the Aged Care Quality and Safety Commission (ACQSC). Additionally, this role leads the Compliance and Quality team, collaborating closely with the General Manager.

## KEY RESPONSIBILITIES AND DUTIES

- Collaborate with the General Manager (Compliance and Quality) to manage Northside's compliance functions, encompassing policy reviews, updates, and audit preparations.
- Oversee operational documents and aggregate data for executive reporting and audits.
- Support the Compliance and Quality team with necessary resources and training for optimal performance.
- Monitor regulatory obligations of Northside's offerings.
- Conduct regular compliance evaluations and draft related reports.
- Uphold a superior compliance and quality culture among staff.
- Advise leadership on potential compliance risks.
- In conjunction with the General Managers, promote an organisational culture aligned with Northside's values.
- Stay informed on Northside's operations and sector trends.
- Develop sound working relationships across all levels of Northside.
- Perform other relevant duties as directed, consistent with your skill set, competence, and training.
- Respect and uphold principles of equity and anti-discrimination in the workplace and adhere to organisational and legislative Health, Safety and Environment requirements.

## KEY SELECTION CRITERIA

- Over 5 years of experience as a Compliance and Quality professional in sectors like Children's Services, Community Services, Aged Care, or related fields.
- In-depth familiarity with the NQF and/or ACQS and a thorough understanding of statutory requirements, licensing, and legislation pertinent to Children's Services and/or Aged Care.
- Proven leadership skills in shaping workplace culture, addressing performance concerns, and managing complaints.

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26/10/2023

- Comprehensive knowledge of child safety standards in the ACT, including the ACT Reportable Conduct Scheme, Working with Vulnerable People system, and National Principles for Child Safe Organisations.
- Demonstrable expertise in program management, with a capability to oversee, assess, and manage multiple projects concurrently.
- Dedication to continuous improvement and a history of spearheading valuable enhancements to services and processes.
- Exceptional interpersonal capabilities, highlighted by adept written and verbal communication, partnership-building, collaboration, and negotiation skills.

## QUALIFICATIONS AND/OR TRAINING

- Relevant bachelor level degree in Early Education, Community Services, or a relevant sector.

## PHYSICAL REQUIREMENTS/ WORK ENVIRONMENT

- Prolonged periods of sitting at a desk and working on a computer.
- Occasional lifting, manual handling tasks.
- Driving to Northside centres, clients' or partnership organisations' locations.
- The position requires use of personal vehicle to deliver Northside services.
- Able to work some evenings, weekends & public holidays.

## GENERAL EMPLOYMENT INFORMATION

Northside Community Service is a child-safe organisation. We actively promote the safety and wellbeing of children and all Northside staff are committed to protecting children from abuse or harm.

Northside Community Service is an Equal Opportunity Employer. We value diversity and are committed to workforce diversity and equal opportunity. We recognise that the provision of supportive, safe and harassment free workplace is essential to high performance and promote flexible work, diversity and safety.

All Northside staff and volunteers are required to:

- Act at all times in accordance with the Code of Conduct and all relevant policies and procedures
- Comply with the work health and safety policy & procedure
- Undertake a national police check prior to commencement and every 3 years thereafter
- Undertake screening for suitability to work with children, youth and vulnerable people
- Comply with the National Principles for Child Safe Organisations, the Reportable Conduct Scheme for the ACT and other relevant legislative requirements

## SIGNATURE

Employee signature below indicates the employee's understanding and acceptance of this position description.

Employee Name		Date	
Employee Signature			

Reviewed by	Human Resources	Review Date	26/10/2023
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