

JOB DESCRIPTION AND STATEMENT OF DUTIES

JOB TITLE:	Quality Assurance Officer (Identified).
TEAM:	Permanency Support Programs (hereafter referred to as PSP)
LINE MANAGER:	Manager Support Programs
KEY RELATIONSHIPS:	The Quality Officer will maintain primary relationships with the Quality and Compliance Manager and all other members of the PSP programs, children and young people, carers, and relevant NSW Community Services child protection teams.
TERMS AND CONDITIONS:	Full Time as per contract, guided by NSW Social, Community, Home Care and Disability Services Industry Award 2010.
BASE SALARY:	\$80,000 (Level 1)
PACKAGE BENEFITS:	Superannuation as per Superannuation Guarantee Charge (currently 9.5%). Option for salary sacrifice paid to any employee debt or bill.

1. JOB PURPOSE

The Quality Assurance Officer is responsible for ensuring best practice casework and service delivery across KARI's PSP programs. This position leads the development and provision of PSP staff training across KARI's funded Districts.

The role will also support the recruitment and retention of PSP staff and champion innovation, learning and development.

2. DUTIES AND RESPONSIBILITIES

- Provide guidance and direction to the PSP teams in relation to legislative requirements and accreditation standards.
- Support the recruitment and retention of PSP staff.
- Design and coordinate training programs based on needs analysis to support increased competency.
- Design, review and implement KARI'S masterclass training package to ensure PSP staff maintain high standards.

- Manage the induction process and assess the competency of Casual Youth Workers, Support Officers and Case work staff.

- Be innovative with research methods and devise solutions for practice improvement.
- Prepare and deliver relevant training modules to increase PSP staff knowledge and understanding of the NSW child safe standards.
- Ensure training records are maintained and compliant with statutory obligations and KARI policies.
- Build the capacity of the service sector through provision and relationships with key experts and consultancy advice.
- Contribute to the maintenance of accreditation through casework monitoring processes; such as internal file monitoring and auditing.
- Ensure that the KARI OOHC drive is updated as required so staff can access approved templates and resources.
- Assist with Carelink trouble shooting and maintain accurate and updated Carelink training examples.
- Attend monthly supervision meetings with your Line Manager and complete the tasks identified at these meetings. Identify personal learning needs and give feedback on the service including the identification of gaps and areas for improvement.
- Attend any KARI meetings as requested by your Line Manager and Undertake specific tasks allocated by your Line Manager relating to the promotion of the service and the enhancement of the partnership between the team and key stakeholders.
- Undertake and participate in regular evaluations of the service and take part in annual appraisals of staff performance and Plan and facilitate annual team planning days and service development plans
- Contribute to the development and maintenance of a positive, supportive and collaborative team environment including the ongoing learning of all team members through the sharing of ideas and feedback from training.
- Advocate for KARI and Aboriginal people, children and young people in the sector.
- Other duties as directed.

3. ELIGIBILITY REQUIREMENTS

- Aboriginality
- Qualifications which may include University or TAFE certification that is relevant to the position. Minimum qualification for this position is at Diploma level
- Cert IV in Training and Assessment or willingness to obtain.
- High level demonstrated knowledge of PSP and child protection legislation.
- Ability to work flexible hours as required
- Possession of a current NSW Driver's License – minimum P2.
- Willingness to undertake a Working with Children Check and National Police Check.

4. SELECTION CRITERIA

- Ability to demonstrate knowledge and understanding of the issues affecting Aboriginal communities, families and children
- Excellent time management and task prioritising skills
- Strong skills in development, facilitation, presentation and the evaluation of adult education and training programs
- Experience in identifying training needs and analysing gaps in practice.
- Ability to work unsupervised and within a team
- Excellent verbal communication and interpersonal skills.
- Excellent report writing skills
- Demonstrated capacity to undertake various assessments for OOHC stakeholders
- Experience working in or with an Aboriginal community
- Good computer skills with knowledge of the Microsoft Office package of tools, Outlook and capacity to navigate the internet for work purposes.
- Ability to respect and work within the values of KARI and commitment to reflecting and adhering to KARI's Policies and procedures
- Ability to work co-operatively and respectfully with team members, foster carers, families and professionals from various agencies and cultural backgrounds.

In signing this Job Description, the employee acknowledges that they have read the document and understand its contents.

Employees Name:			
Signature:		Date:	
Authorised KARI Representative Name:			
Signature:		Date:	

APPROVED TO SAVE ON POLICY DRIVE AND DISTRIBUTE TO STAFF			
CASEY RALPH – CEO:		DATE:	