

# POSITION DESCRIPTION

<b>POSITION TITLE:</b>	Quality Coordinator
<b>LOCATION:</b>	Southport
<b>REPORTING TO:</b>	Health, Safety & Quality Manager
<b>DEPARTMENT:</b>	Corporate Services

## PURPOSE STATEMENT

The Quality Coordinator is responsible for administrating and promoting The BUSY Group’s Quality system and programs. The Quality Advisor’s role aim is to support the implementation / monitoring of The BUSY Group’s quality objectives, requirements, risks and other issues that may impact The BUSY Group’s operations. The role is responsible for the monitoring and evaluation of The BUSY Group programs, ensuring compliance with quality issues, standards and contractual governance.

## OUR VISION

To improve social equity through having more people in jobs, more people learning new skills, and more communities exposed to positive change.

## OUR MISSION

- To promote training, employment and workforce planning solutions to employed, under-employed and at risk members of our Communities, with particular emphasis on youth.
- To provide bridging assistance where government and community resources are lacking.
- To assist new and existing businesses to grow and prosper through effective workforce planning.
- To create and maintain partnerships with other providers, industry groups and governmental agencies

## OUR VALUES

- **Inclusive:** People of all communities coming together as one team for common goals
- **Excellence:** We always strive to exceed
- **Resilience:** Equipped to meet challenges and exceed
- **Integrity:** We act with honesty and sincerity
- **Innovation:** Embracing new ideas and technology to stay ahead of change

## REPORTING

This position reports to the Health, Safety & Quality Manager.

**PRIMARY DUTIES**

- Ensure Management are provided with current and relevant information relating to Quality Management, Governance and quality improvement activities;
- Maintain registers, tracking of contractual obligations and milestones;
- Develop and maintain online audit and reporting tools across programs to meet quality standard requirements;
- Support key administration processes of the contract, including maintenance of documentation, receipt and issue of correspondence, process management and information flow;
- Coaching and supporting staff on risk and quality issues and solutions;
- Monitoring quality performance and assist managers to address areas of identified risk;
- Continuous improvement, gap & risk analysis;
- Supports the development and implementation of program policies and systems.

**PERFORMANCE MEASURES**

N/A

**KNOWLEDGE, SKILLS & EXPERIENCE**

- Demonstrated ability to support managers and staff to monitor, evaluate and improve services through an effective organisational governance approach and provision of tools, methods and resources;
- Demonstrated understanding of performance measurement, benchmarking, and service standards;
- Knowledge and experience in risk management frameworks;
- Understanding of quality standards, in particular ISO9001
- Demonstrated ability to lead processes to achieve and maintain accreditation against quality standards;
- Highly developed organisational skills with an attention to detail;
- Proven track record in building and maintaining effective working relationships with a range of stakeholders;
- Highly developed verbal and written communication skills;
- Ability to work in a highly productive environment with time pressures whilst managing multiple tasks;
- Advanced computer skills including word processing, spreadsheets and database applications;
- Ability to work both independently and collaboratively as a productive team member.

**QUALIFICATIONS**

- Auditor qualification would be of benefit.

This Position Description is intended to describe the general content of and requirements for the performance of this position. It is not to be construed as an exhaustive statement of duties, responsibilities or requirements.

I have read and understood the duties and responsibilities required of me in this role.

Employee Signature: \_\_\_\_\_ Date: \_\_\_\_\_