

Position Description



Position Title: Senior Quality & Compliance Advisor

Business Unit: Outside School Hours Care

Primary purpose of role: The Senior Quality & Compliance Advisor will assist the Operations Manager (OSHC) to provide ongoing support, guidance, and mentoring to the Outside School Hours Care Team. This includes ensuring the Quality and Compliance Advisors meets the needs of the organization by providing advice, recommendations and directions to ensure PCYC services are compliant with legislative requirements, the National Quality Standards, the National Quality Framework, and Policies & Procedures.

Reporting Structure

Reports to:

Operations Manager, Outside School Hours Care

Roles reporting to this position:

Nil

Working Relationships

<u>Internal</u>	<u>External</u>
<ul style="list-style-type: none">• PCYC State Team• PCYC Branch Management & Staff	<ul style="list-style-type: none">• Suppliers• Business Partners• Community Organisations• NFP Agencies• Government Departments

Key Performance Indicators

KPI	Description	Measures
Operations Management	<ul style="list-style-type: none">• Provide support to Quality & Compliance Advisors on their day-to-day enquiries and duties to improve quality of service in areas of the National Quality Framework, Policies & Procedures, and other relevant legislation• Establish benchmarks and budget models to support program delivery• Develop and maintain policies in line with the current National Quality Framework and Legislation• Support the Operations Manager in the management of critical incidents	<ul style="list-style-type: none">• Positive feedback received and reflects provision of ongoing professional support• Policies and procedures comply with relevant legislation• Increase service compliance with the Regulatory Framework• Consistent service models throughout the state• Benchmarks and budget models are established and evaluated within set time frames• Critical Incidents managed and reported to relevant stakeholders as required

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	<ul style="list-style-type: none"> • In consultation with the State Training Team develop and deliver relevant training to support constant improvement • Work with OSHC Operations Manager to deliver OSHC events as required • Support the OSHC Operations Manager to identify if established systems are meeting the organisation's needs 	<ul style="list-style-type: none"> • Training developed and addresses the needs of services • OSHC are successfully delivered within agreed timeframes • Feedback received on the OSHC system
Customer Service/ Teamwork	<ul style="list-style-type: none"> • Maintain good working relationships and respond to enquiries from internal and external stakeholders in a timely manner • Participate as an active member of the team and work collaboratively with others to achieve outcomes • Contribute to continuous improvement in SAC operations 	<ul style="list-style-type: none"> • Customer satisfaction and responses to enquiries within agreed timeframes • Behaviours in line with and reflective of Code of Conduct • Feedback demonstrates an ability to engage and work within a team environment and contribute as required • Evidence of improvement from lessons learnt
PCYC Policies & Procedures	<ul style="list-style-type: none"> • Demonstrate knowledge and compliance with PCYC policies and procedures. • Understands and ensures compliance with PCYC Workplace Health and Safety policies and procedures in all company workplaces • Implements and maintains safe work systems and workplace environment • Accepts personal responsibility for maintaining a safe workplace and work practices 	<ul style="list-style-type: none"> • Demonstrated knowledge of where to locate policies, procedures etc. • Demonstrated understanding of key policies and procedures • Signed Code of Conduct • Demonstration of safe work practices including identification and reporting of hazards/workplace incidents as they occur

While representative of the duties and responsibilities of the role, this Position Description does not imply that these are the only duties to be performed. The employee may be required to follow any other lawful instructions and to perform any other duties reasonably requested and within the assessed skills of the employee.

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Selection Criteria

To qualify for this position, the following criteria must be met:

1. Degree or 4-year qualification in early childhood studies or other relevant acceptable tertiary qualifications
2. Demonstrated experience in implementing, monitoring and maintaining OSHC operations in compliance with National Quality Standards and Framework.
3. Demonstrated experience in the effective budgetary and workforce management of a childcare service preferably Out- Of-School Hours Care.
4. Strong ability to develop good working relationships and gain the cooperation and assistance from staff at all levels across the organisation, as well as external stakeholders
5. Effective time management and organisational skills with a demonstrated ability to manage competing priorities
6. Demonstrated ability to work autonomously and as a part of a team
7. Demonstrated experience in relevant information management systems (MS Office, HubWorks etc)
8. Current Drivers Licence
9. Ability to travel across the state as required
10. Eligibility for a Children's Commission Suitability Notice/Blue Card.

Standards to which performance will be assessed

- Key Performance Indicators
- Compliance with PCYC policies, procedures and practices
- Compliance with the position description
- Management and peer feedback

Sign Off

I understand that my performance will be managed as per the requirements outlined above in the position description. I confirm that I have read, understood and commit to the above.

Employee Name: _____ Signature: _____

Date: _____

CREATED BY:	Operations Manager – OSHC
APPROVED BY:	GM Operations
DATE CREATED:	September 2016
VERSION CONTROL:	V2