

POSITION DESCRIPTION

Position Title	Quality Coordinator
Department	Corporate Services
Location	Shepparton
Classification	SCHADS– Level commensurate with Qualifications and Experience
Employment Status	20 – 22.5 hrs per week (negotiable)
Reporting to	Corporate Services Manager

Organisational Overview

The Bridge Youth Service (TBYS) plays a key role across the Goulburn Valley in youth support and advocacy. With offices located in Shepparton, Seymour and Wallan, TBYS delivers services and supports to young people and their families with a particular focus on those from marginalized and/or disadvantaged backgrounds but with a philosophy that includes the provision of services to all young people. TBYS offers a range of programs funded by government, private foundations and the local community. Programs focus on a diversity of issues and services include placement prevention, family reconciliation, family mediation, antenatal, parenting, housing support, mentoring and education support. For more information visit our website: www.thebridge.org.au.

Our Vision: By 2027 young people in our local community are resilient, connected and celebrated.

Our Mission: We nurture safety and wellbeing through a responsive model of care so that young people can look towards the future with optimism.

Values



Curiosity & New Ideas



Diversity: Collaboration
and Collegiality



Connection & Reach



Flexibility

Role Purpose

The Quality Coordinator supports and contributes to the effective development of quality, risk and compliance frameworks, systems and processes to maintain the integrity of the organisation.

The role works collaboratively across the organisation to support quality service outcomes for our young people. This position requires the ability to execute and achieve deliverables within timelines, managing conflicting priorities whilst working collaboratively across administrative and service delivery areas.

Key Responsibilities

1. Lead and facilitate quality improvement, compliance and assurance processes including self-assessment for accreditation.
2. Coordinate the Quality Plan in collaboration with the Executive Team, acting as point of contact on quality matters and support staff through the CQI committee.
3. Coordinate the collection of relevant service user data and analysis, and production of reports.
4. As required, co-design with relevant teams, program manuals, tools, documents, processes and quality systems to support best practice as well as efficient and consistent practice.
5. Maintain the document control centre.
6. Co-ordinate the review of and provide input into policies, procedures, guidelines and activities as required to ensure they remain relevant and current.
7. Report through to the Executive Team on a regular basis.
8. Provide the focus, direction and control for internal audits including co-ordination of the team.
9. Actively participate in the CQI committee to ensure effective process, guidance, support and standards

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across the Quality Improvement activities of TBYS, including taking minutes and distributing.

10. Other duties consistent with the position where required and/or requested by the Executive Team from time to time.

Key Selection Criteria

1. An appropriate tertiary qualification in Quality, Business, Social Work, Community Services or a related discipline is essential.
2. Minimum 3 years' experience working in high level administration or delivering community services
3. Experience in dealing with confidential information and demonstrated capacity to maintain confidentiality
4. Ability to monitor processes to maintain system functions
5. Understanding of child, youth and families sector working with complex families
6. Good verbal and written communication and organisational skills
7. Sound computer skills, including in the use of the Microsoft Office suite (Word, Outlook, Excel)

Additional Requirements

You must hold a:

- Current driver's licence
- Current Working with Children Check

We are a Child Safe organisation. The position is subject to a successful Police Check and ongoing employment is subject to a six-month probationary period.

The Bridge Youth Service commits to protecting the safety and security of children and young people and has zero tolerance for child abuse or discrimination.

We are committed to promoting the cultural safety of Aboriginal children and young people, cultural safety of children from diverse culturally and/or linguistically backgrounds, and to providing a safe environment for children and young people with a disability or who are part of the LGBTQIA+ community.

The Bridge Youth Service actively works to listen and empower children and young people and has systems to protect them from abuse.

The Bridge Youth Service will take all allegations seriously and will respond to them in line with the Victorian Child Safe Standards, DFFH Human Service Standards mandatory reporting and our organisation's internal policies and procedures.



I have read, understand, and accept this Position Description.

Signature: _____

Name: _____

Date: _____