



Wuchopperen  
HEALTH SERVICE LTD

## POSITION DESCRIPTION

<b>Position Title:</b>	Quality, Compliance and Risk Adviser ( <i>Identified</i> )
<b>Classification:</b>	Administrative Grade 6 Wuchopperen Health Service Limited Enterprise Agreement
<b>Salary:</b>	\$95,536.81 to \$100,748.57
<b>Location:</b>	Cairns
<b>Reporting Relationship:</b>	Manager Quality, Compliance and Risk

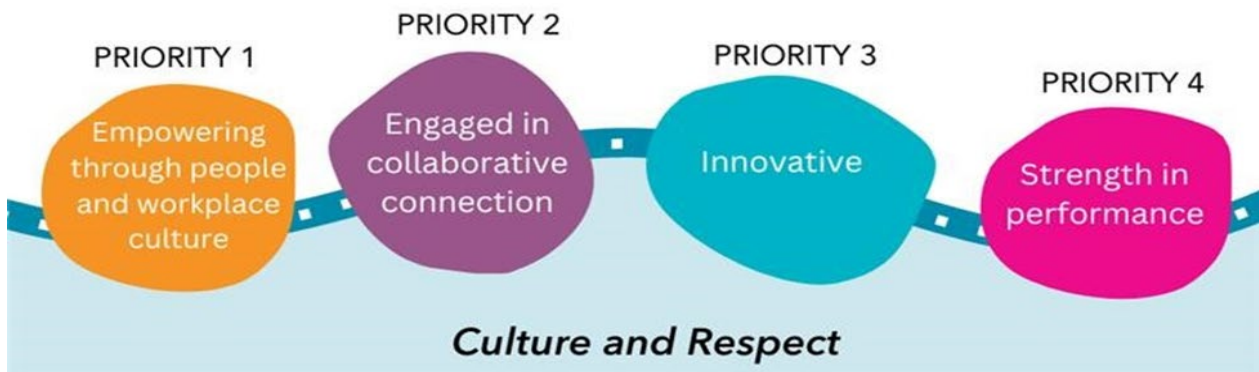
## About Wuchopperen

Wuchopperen Health Service Limited (Wuchopperen) is a community connected and controlled organisation with more than 40 years' experience in providing primary health care and social wellbeing services for Aboriginal and Torres Strait Islander people in Cairns and surrounding districts.

Wuchopperen's vision is **keeping our generations growing strong**. Culture underpins a client and community centric service delivery model offering whole of life cycle care and support from pre-birth to eldership (older people).

From humble beginnings in the 1970s, Wuchopperen has grown into a multi-million-dollar enterprise, that is driven by the community, to deliver dynamic and innovative services for the community, and confidently represents, leads through best practice governance.

## Our Strategic Priorities



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### Our Values and Behaviours



#### The role:

The purpose of this role is to ensure the organisation meets its quality and strategic objectives with the ultimate goal of continual improvement of quality service delivery to our clients. This will be achieved through the ongoing maintenance of Wuchopperen's Quality Management System (QMS) and the provision of effective Quality and Risk Management support, advice and guidance.

This role reports to the Manager Quality, Compliance and Risk and works alongside other members of the Quality, Compliance and Risk Team.

This is a business partnership role, and therefore has close links with program staff, managers, and the wider leadership cohort.

#### Key Responsibilities include:

*The role may co-ordinate or assist with, any of the following specific Wuchopperen QMS processes at any given time, as directed by the Manager Quality and Risk:*

- *Privacy and Client Information Management;*
- *Client Complaints and Compliments;*
- *Continual Quality Improvement;*
- *Incident Management;*
- *Document Management;*
- *Risk Assessment; and*
- *Internal Audit.*

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1. Partner with program staff, managers and the wider leadership cohort to acquire and maintain specific knowledge of program operations, funding contract requirements and service delivery to ensure relevant and accurate advice, guidance and support is provided from a Quality, Compliance and Risk perspective.
2. Provide support, guidance, coaching and training to internal auditors, managers and the wider leadership cohort, on specific Quality and Risk principles and priorities, including support on the development and maintenance of controlled documents.
3. Maintain a solid awareness of relevant accreditation standards, licensing requirements, and legislation regarding Wuchopperen's quality objectives (including but not limited to International Organisation for Standardisation (ISO) 9001:2015 – QMS, Human Services Quality Framework, Risk Management, *Privacy Act 1998* and associated Australian Privacy Principles).
4. Promote the purpose, goals and specific procedures of the Quality, Compliance and Risk Team to ensure improved service delivery with an emphasis on quality customer service (internal and external), compliance, and continual quality improvement.
5. Ensure managers and other key stakeholders experience exceptional customer service and are provided with the appropriate tools, advice, and guidance to fulfil their Quality, Compliance and Risk obligations.
6. Assist with appropriate data collection and reporting systems, and ensure adequate support is provided to responsible managers, and other key stakeholders across the organisation, ensuring the timely submission of their allocated performance and acquittals reporting.
7. Assist the Quality, Compliance and Risk Team with appropriate electronic systems maintenance, projects, change management activities, reporting requirements, development and maintenance of internal work instruction documents, and preparation for scheduled external audits and appropriate follow-up actions post-audit.
8. Investigate and report potential improvement opportunities through the use of technology and gather and record statistical data relevant to measuring performance against agreed indicators.
9. Assist the Manager Quality, Compliance and Risk with preparation for Management Review Committee Meetings, Quality Working Group meetings and monthly reports.
10. Perform administrative tasks, including records management, and participate in meetings, supervision, and performance reviews.
11. Work within Wuchopperen Workplace Health and Safety requirements and instruction and report any concerns in the workplace.
12. Participate in organisational and community activities to advance the health of Aboriginal and Torres Strait Islander people.
13. Work within Wuchopperen's Policies and Procedures including the Code of Conduct and the Work Health and Safety requirements and contribute to continuous improvement processes to ensure compliance with relevant standards and safe, effective service delivery.

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14. Other duties as required, within your skills, experience, and capacity.

### Core Capabilities

Assessment of merit for this role will be based on knowledge, skills, and experience, along with the candidate's personal qualities and potential for development. The competencies listed below are deemed the most critical for success in this role.

**For applicants to be successful in this role, they should demonstrate:**

1. Knowledge of, and experience employing quality and risk initiatives, with proven ability to facilitate continuous improvement and the achievement of compliance with legislation and quality standards (e.g., ISO 9001:2015, *Privacy Act 1998*).
2. Knowledge and understanding of Aboriginal and Torres Strait Islander societies and cultures from a historical and contemporary perspective, including the ability to communicate effectively with Aboriginal and Torres Strait Islander people.
3. Ability to maintain, improve and promote an effective QMS, with proven ability to partner effectively with the business, providing timely and accurate Quality, Compliance and Risk advice and support.
4. Ability to research and develop complex business documents (including briefs, reports, policy, and procedures), with a commitment to quality customer service, and the ability to apply the principles of risk-based-thinking and continual quality improvement.
5. Demonstrated ability to manage change effectively and sensitively in a multi-disciplinary team environment, with strong interpersonal, project management and problem-solving skills.
6. Demonstrated ability to meet and work within the core values and behaviours of Wuchopperen.

### Other Requirements

- Appropriate tertiary qualification(s) are highly desirable, ideally in Quality and/or Business/Risk Management, or similar.
- It is a condition of employment in this role for the employee to be, and remain, vaccinated against measles, mumps, rubella, varicella (chicken pox), pertussis (whooping cough) and hepatitis.
- It's highly recommended that the employee be vaccinated against COVID-19.
- Proof of qualifications is required to be provided prior to the commencement of duty.
- This is a **Identified** position. Applicants for an identified position must provide **one written reference from an Aboriginal and/or Torres Strait Islander referee** to support their ability to meet core capability 2 above.
- It is a condition of employment that all employees are holders of a current and valid 'blue card' or Working with Children Check. This is at your cost. Employment cannot continue or commence if you do not have a 'blue card' or if your 'blue card' is withdrawn or is disqualified.

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- Consent to a broader criminal history check at Wuchopperen's cost.
- For the Culturally Appropriate Foster and Kinship Care Service (CAFAKCS) it is a condition of employment for the following to undergo a Child Safety and Personal History Screening Check conducted by the Department of Children, Youth Justice and Multicultural Affairs (Child Safety). There is no fee for this check. Employment cannot continue where your application is not approved or withdrawn.
  - Chief Executive Officer
  - Deputy Chief Executive Officer
  - Director Child, Youth and Family Services, as Nominee
  - Manager, Child Wellbeing
  - Manager, Children and Family Services
  - Manager, Youth and Family Services
  - Coordinator, Child Wellbeing Services
  - Coordinator, Family Wellbeing Services
  - CAFAKCS team members
  - Information Technology Team Members
  - Quality and Compliance Team Members
- Possession of a current CPR certificate or commitment to obtain within the first six weeks of employment is essential.
- Commitment to work within the principles of Aboriginal and Torres Strait Islander community control including a willingness to develop the leadership of Aboriginal and Torres Strait Islander staff.
- Ability to use Microsoft products and the ability to use or willingness to gain proficiency in the client information management systems.

### How to apply:

Please submit the following for the panel to assess your suitability. Applications which do not meet these requirements will not be considered.

- Your **resume**, including a comprehensive employment history, your qualifications and the contact details for at least two referees (one should be your current supervisor)
- A one-page pitch, outlining your experience, skills and knowledge that are relevant to the advertised role. Your written response must reflect the competencies outlined in core capabilities.
- Identified reference with application.

### Additional information:

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- A non-smoking policy is effective in Wuchopperen's buildings, offices and motor vehicles on all Wuchopperen grounds, across all sites.
- Wuchopperen has a six (6) month probationary period for new employees.
- Employees may be required to work outside of core business hours from time to time.
- Demonstrated commitment to ongoing self-development with a focus on qualifications/skills upgrade.
- Applications must be received by 5 pm on the closing date and can be emailed to [recruitment@wuchopperen.org.au](mailto:recruitment@wuchopperen.org.au)