

YMCA POSITION DESCRIPTION – QUALITY AND COMPLIANCE OFFICER

Position Title	Quality and Compliance Officer		
Group	YMCA Administration Office		
Modern Award / Agreement	Award Free		
Classification Level	Award Free		
Position Status	Permanent Full-time	Child Facing Role	Blue Card Required
		x	✓
Safeguarding Classification	Non-Child Facing Position		
Employment Screening	National Police Check; and Working with Children Check (Blue Card)		
Reports to	Group Manager, Administrative Services or other person who may, from time to time, be nominated		
Supervises	N/A		

1. About the YMCA of Brisbane

Formed in 1864, the YMCA of Brisbane services over 10,000 members of the community every week and operates programs from over sixty-five sites in South East Queensland. The YMCA works from a base of Christian values to provide opportunities for all people to grow in body, mind and spirit. The services we provide at the YMCA help fund the benevolent arm of the organisation, Y-Care (South East Queensland) Inc. (known as Social Impact). We are guided to achieve our mission by four key values: **honesty, respect, caring and responsibility**. The YMCA of Brisbane is an accredited child safe organisation.

2. Industry Sector

The YMCA currently operates program areas in Outside School Hours Care (OSHC), Long Day Care, Family Day Care, Fitness, Recreation, Youth Development, Camping, Vocational Schools, Housing, Benevolence, Hospitality and Op Shops

3. Position Summary

The Quality and Compliance Officer is responsible for ensuring YMCA and Social Impact services achieve quality standards and, at a minimum, meet and preferably exceed compliance requirements in their area of service delivery. The position will develop, monitor and evaluate systems and processes, gather evidence of quality practice, and improve evidenced based practices that result in positive outcomes. This position will also be responsible for undertaking internal quality and compliance audits across the YMCA and Social Impact and assisting site managers to respond to findings and identify recommendations and strategies for improvement.

4. Key Performance Indicators

- 4.1. Develop, implement and maintain a compliance framework for the association;
- 4.2. Undertake Quality and Compliance audits of all relevant program areas;
- 4.3. Maintain relevancy and currency of internal audit measures in accordance with legislative changes and industry based best practice;
- 4.4. Proactively promote, educate, improve understanding and support workplace compliance with legislation, regulations, licensing requirements, policies and procedures;
- 4.5. Contribute to the identification and development of policies and procedures that lead to improved practices in meeting compliance obligations;
- 4.6. Contribute to improved Assessment and Ratings outcomes in licensed services;
- 4.7. Collate, review, analyse, assess and report on data captured from audit results;
- 4.8. Contribute to improved customer satisfaction with the quality of service delivery through service audits, reports and feedback.



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5. Duties and Responsibilities

- 5.1. Undertake reviews of compliance practices against standards, licensing, laws, legislation and regulations to support internal continuous improvement;
- 5.2. Develop a range of audit and monitoring tools for different operational areas of the Association
- 5.3. Participate in a sampling of audits across relevant areas to develop an understanding of current practice;
- 5.4. Support compliance with the YMCA National Licensing Requirements and ensure relevant changes to legislation, regulation, guidelines and industry standards are communicated and implemented;
- 5.5. In collaboration with operational management, develop and distribute resources that improve the consistency and quality of practice across sites, including the ongoing development of auditing systems;
- 5.6. Develop and monitor a site visitation plan that ensures audits are undertaken across all assigned sites per year;
- 5.7. Identify breaches, trends and recurring non-compliances and recommend strategies to mitigate risk;
- 5.8. Support management in implementing recommendations and actions for continuous improvement;
- 5.9. Ensure effective management practices are implemented to mitigate risk of non-compliance;
- 5.10. Coach, develop and provide advice to staff and volunteers to improve knowledge of best practice;
- 5.11. In partnership with the relevant management team, identify quality and compliance training and development needs and implement the necessary changes to continuously improve quality and compliance ;
- 5.12. Contribute to continuous review, improvement, implementation and maintenance of policy and procedure systems and processes;
- 5.13. Provide monthly reports or as required to your Manager;
- 5.14. Maintain a working knowledge of applicable Laws and Regulations;
- 5.15. Work cooperatively with Group and Establishment Managers in the audit of and dealings with relevant services.

6. Safeguarding Children Requirements

The status for your position as either child-facing or non-child-facing is outlined on page one of your position description. The YMCA has requirements for both child-facing and non-child-facing roles which are indicated below.

Child-Facing Roles

- 6.1 Declare anything you become aware of through the course of your engagement with the YMCA which a reasonable person would consider could impede your suitability to have contact with children and young people;
- 6.2 Act as an extended guardian towards children and young people where you have interactions and at all times take reasonable steps to prevent abuse and neglect;
- 6.3 Adhere to all policies and procedures relating to safeguarding children and young people and the Safeguarding code of conduct;
- 6.4 Update your details whenever these change, with the relevant department administering the working with children check or equivalent in your state/ territory of residence, as required by applicable laws;
- 6.5 Complete a Working with Children Check (Blue Card) prior to commencement and maintain currency throughout employment;
- 6.6 Complete a National and/or International Police Check prior to employment and at the discretion of the YMCA;
- 6.7 Report any suspicions, concerns, allegations or disclosures of alleged child abuse/ neglect in line with procedures;
- 6.8 Participate in safeguarding children and young people training as directed;

Non-Child-Facing Roles

- 6.9 Participate in safeguarding children and young people training as directed;
- 6.10 Use standardised methods for receiving and responding to feedback and complaints from children, young people and their families;
- 6.11 Any new program initiatives are to include consultation with children and young people, using standardised practices and resources;
- 6.12 Maintain a working knowledge of policies and procedures relating to safeguarding children and young people;
- 6.13 Attend any other training legally mandated by your role in relation to safeguarding children and young people;
- 6.14 Actively promote cultural safety for children and young people from CALD, ATSI, LGBTQIA+ communities and those with disabilities.



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7. General Requirements

- 7.1 Support the management of a workplace that supports diversity including gender, cultural and generational diversity; provide equal employment opportunity and foster a respectful, inclusive workplace;
- 7.2 Comply with all Policies and procedures;
- 7.3 Maintain confidentiality of all YMCA information, records and files;
- 7.4 Complete the YMCA Induction and other required training as required by organisational policy and procedures;
- 7.5 Uphold, promote and comply with the policies, mission and values of the YMCA;
- 7.6 Any other duties as determined by the Chief Executive Officer as required.

8. Work Health and Safety Responsibilities for all Employees and Volunteer

- 8.1 Take reasonable care to ensure their own safety and health and that of others, and to abide by their duty of care provided for in the legislation;
- 8.2 Be familiar with the YMCA WHS Policy and other health and safety policies, procedures and requirements;
- 8.3 Accept responsibility and accountability for compliance and cooperation with all WHS policies, procedures and practices established by the YMCA;
- 8.4 Report all hazards, near-misses, incidents and injuries in accordance with organisation policy and procedures;
- 8.5 Wear appropriate clothing, footwear and protective equipment for the work performed and work environment;
- 8.6 Properly use equipment, including any relevant safety equipment or devices;
- 8.7 Participate in discussions and consultation on the management and resolution of WHS risks;
- 8.8 Accurately complete all required WHS documentation relevant to position and work activities being undertaken
- 8.9 Continually monitor the workplace for hazards so as to minimize the risk to both customers and staff;
- 8.10 Make suggestions for improvements to health and safety practices within the workplace;
- 8.11 Take reasonable care for your own health and safety and that acts or omissions do not adversely affect the health and safety of others;
- 8.12 Comply with any reasonable instruction that is given by the YMCA for ensuring health and safety.

9. Key Physical Requirements

- 9.1. Walking / standing – Frequent - Constant
- 9.2. Sitting – Frequent - Constant
- 9.3. Driving – Constant
- 9.4. Squatting/ bending/kneeling – Occasional
- 9.5. Working outdoors – Occasional
- 9.6. Fine motor skills (keying, typing) – Constant
- 9.7. Gross motor skills (setting up, packing up) – Occasional
- 9.8. Lifting/carrying up to 10kg – Occasional

(Key = Occasional 1-33%, Frequent 34-66%, Constant 67-100%)

10. Position Requirements / Selection Criteria

- 10.1. Demonstrated experience in auditing and compliance monitoring;
- 10.2. Demonstrated knowledge of the planning and management of operational compliance systems and processes focussed on continuous improvement principles;
- 10.3. Experience in collating, analysing and mapping of data;
- 10.4. Qualifications in risk management, quality assurance or related disciplines;
- 10.5. Comprehensive knowledge and understanding of developing, implementing and maintaining a relevant Compliance and Regulatory Framework;
- 10.6. Excellent written communication skills including experience in report writing, proposal development, data analysis and development of policies and procedures;
- 10.7. Strong verbal communication and presentation skills;
- 10.8. Effective time management, prioritization and problem solving skills;
- 10.9. An ability to work independently and in a team environment, coupled with the ability to achieve effective collaboration with internal and external stakeholders;
- 10.10. Currently possess, or be willing to obtain, a positive notice Blue Card in accordance with the Working with Children (Risk Management and Screening) Act 2000;
- 10.11. Employees engaged from 1 July 2019 must be willing to provide a satisfactory National Criminal History Check;
- 10.12. Applicants who have worked overseas in the ten years prior to commencement with the YMCA must provide an International Criminal History check;
- 10.13. Current Open Driver's Licence;



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Approval

Date Position Description Created / Revised:	11 July 2019
Position Description approved by:	Chief Executive Officer
Signed:	
Date of Approval:	11.07.2019

