



## Role Profile

<b>Position Title:</b>	Project Officer, NSW
<b>Business Unit and Location:</b>	NSW/ACT/National Office
<b>Reports To:</b>	State Manager, NSW
<b>Direct Reports:</b>	N/A

<b>Role Purpose:</b>	<ul style="list-style-type: none"> <li>To plan, implement, evaluate and contribute to the Improvement of quality improvement, quality review and/or accreditation programs or projects as assigned.</li> <li>To support the delivery of broader QMS activities outside the designated program/project areas including the QIC Review and Accreditation program.</li> </ul>
----------------------	--

### Relationship Scope

<b>Key Internal Relationships:</b>	CEO, State manager, Project Officer (PO), Client Service Coordinators (CSC)
<b>Key External Relationships:</b>	State, Federal government departments and other funders or networks, human service peaks and clients relevant to the sector, program or project area as assigned.

### Key Tasks and Responsibilities

<b>Key Responsibility Areas (KRA's)</b>	<b>Key Tasks</b>	<b>Measure of Success (KPI's)</b>
Develop, plan, implement, evaluate and contribute to the improvement of an accreditation and/or quality improvement program/project as assigned	<ul style="list-style-type: none"> <li>Consult with clients to obtain agreement for the program/project plan</li> <li>Develop project/program resources and support package</li> <li>Develop project/program yearly plan in consultation with State Manager, and PO</li> <li>Monitor performance outlined in project /program plan</li> <li>Work with PO and State Manager, to monitor budget and expenditure</li> <li>Review program/project delivery and outcomes against its objectives</li> <li>Contribute to the provision of reports to funders as required</li> <li>Resolve issues/ complaints as appropriate in consultation with Manager, or PO</li> <li>Utilize evaluation and KPI data to improve the program/project plan or processes in</li> </ul>	<ul style="list-style-type: none"> <li>Resources developed, utilised and evaluated</li> <li>Consultation with sector conducted, measured and feedback fed into program /project evaluation</li> <li>Project/program plan is developed, implemented, monitored and evaluated against objectives</li> <li>Funder reporting requirements are fulfilled</li> <li>Improvement processes are documented and tracked</li> <li>Quarterly and annual reports provided to Manager, Business Development</li> <li>100% of complaints finalized within 30 days</li> </ul>



	<p>consultation with Manager, Business Development and PO</p> <ul style="list-style-type: none"> <li>• Provide Manager, Business Development with program reports as required to support reporting requirements</li> </ul>	
<p>Manage a team of people to be involved in Review and Accreditation programs/projects including training</p>	<ul style="list-style-type: none"> <li>• Recruit and train consultant and volunteer reviewers</li> <li>• Contribute to the maintenance reviewer related HR paperwork</li> <li>• Contribute to the maintenance reviewer records in line with QMS practice</li> <li>• Contribute to the maintenance and monitor consultant and external reviewer database</li> <li>• Allocate tasks within project/program</li> <li>• In consultation with project/program team identify training needs of reviewers or those involved in the project /program</li> <li>• In consultation with the State Manager, monitor consultant and reviewer performance</li> <li>• Develop and retain consultant and volunteer reviewers</li> <li>• Liaise with Review team coordinators in finalizing reports</li> </ul>	<ul style="list-style-type: none"> <li>• Consultants and volunteers attracted, recruited and trained</li> <li>• Consultant and volunteer records established and maintained in QMS database</li> <li>• Consultant and reviewer performance reviews are conducted annually</li> <li>• Tasks allocated to maximise project efficiency and cost effectiveness</li> <li>• Training requirements are built in the project/program plan</li> </ul>
<p>Customise, deliver and evaluate training sessions required for project/program which may include:</p> <ul style="list-style-type: none"> <li>• reviewers who conduct QMS reviews</li> <li>• services who undertake reviews</li> <li>• project specific training</li> </ul>	<ul style="list-style-type: none"> <li>• Determine client/project training requirements</li> <li>• Customise courses to client needs as required (i.e. language, sector specific examples)</li> <li>• Develop project specific training programs</li> <li>• Resource appropriate facilitators</li> <li>• Schedule courses with the client</li> <li>• Facilitate/deliver courses if required</li> <li>• Confirm training attendance and set up</li> <li>• Provide assistance to facilitators prior to and on the day/s of training</li> <li>• Report training schedule</li> <li>• Evaluate, improve and report on training courses to Manager, Business Development/PO</li> <li>• Maintain training information and participant records in QMS database</li> </ul>	<ul style="list-style-type: none"> <li>• Training courses customized to clients requirements</li> <li>• Training courses are marketed to stakeholders</li> <li>• Training courses scheduled, resourced, implemented, evaluated and improved</li> <li>• Training records entered and up to date on QMS database</li> </ul>



	<ul style="list-style-type: none"> <li>•</li> </ul>	
Advise the Manager, Business Development of project specific issues	<ul style="list-style-type: none"> <li>• Report to the Manager, Business Development in line with program/project and legislative reporting requirements in project plan</li> </ul>	<ul style="list-style-type: none"> <li>• Project specific issues are reported and relevant action taken</li> </ul>
Establish and maintain client, funder and stakeholder relationships	<ul style="list-style-type: none"> <li>• Contribute to collection and input of client, funder and stakeholder data in the QMS database</li> </ul>	<ul style="list-style-type: none"> <li>• Client, funder and stakeholder information updated as needed</li> </ul>
Maintain accurate database records	<ul style="list-style-type: none"> <li>• Devise annual client, funder and stakeholder contact schedule aims and objectives in consultation with Manager, Business Development and PO</li> <li>• Carry out and monitor the effectiveness of the client contact schedule</li> <li>• Report on client contact schedule and progress as per program/project reporting guidelines in project plan</li> </ul>	<ul style="list-style-type: none"> <li>• Annual client and funder contact schedule devised, approved and implemented</li> <li>• Client, funder and stakeholder records maintained</li> <li>• Report of client, funder and stakeholder contact is maintained as per QMS guidelines</li> </ul>
Information Management	<ul style="list-style-type: none"> <li>• Contribute to the collection and input of client, funder and stakeholder data in the QMS Database</li> </ul>	<ul style="list-style-type: none"> <li>• Client, funder and stakeholder information updated as needed</li> </ul>
National QMS quality improvement and evaluation strategy	<ul style="list-style-type: none"> <li>• Implement and monitor sector/project related quality improvement strategy, including legislative compliance and QMS quality processes</li> <li>• Evaluate customer satisfaction across a range of programs/training sessions</li> </ul>	<ul style="list-style-type: none"> <li>• Sector related quality improvement strategy and activities implemented, monitored and reported as required</li> <li>• Contribution to QMS quality improvement strategy as arranged</li> <li>• Evaluation and improvement strategy implemented</li> </ul>
Contribute to the QMS Marketing and Communications and Business Planning Strategies	<ul style="list-style-type: none"> <li>• Contribute to marketing and communication strategies in conjunction with the Manager, Business Development and Marketing and Communications Officer.</li> <li>• Contribute to the development of QMS strategic business plans and reporting</li> </ul>	<ul style="list-style-type: none"> <li>• Contribution and implementation of marketing and communication strategies i.e. Quality Bound and Reviewer News items are completed</li> <li>• Contribution to the development of QMS strategic and business plans and reporting</li> <li>• Number of conference abstract submitted</li> </ul>
Other duties as directed		



### Competencies

Competency Name	Competency Definition / Description
Integrating	Synthetically integrating and linking various data into a coherent whole, formulating alternatives, and transforming this information and alternatives into a valuable and correct conclusion.
Organising	Translating strategy into specific, measurable objectives, drawing up transparent plans, using the right resources and taking the necessary steps to avoid or overcome possible future obstacles.
Deciding	Making decisions based on (in) complete information and initiating the necessary steps to implement the decision.
Motivating	Acknowledging and appreciating the efforts of others, adjusting one's own leadership style to them and trusting the right people with the right responsibilities to optimise team performance.
Advising	Giving targeted advice to others within or outside the organisation and establishing trusting relationships based on one's own credibility and expertise.
Adopting a customer-oriented attitude	Guiding clients by giving targeted advice in their decision process. Always putting clients first by providing a personal service and by maintaining constructive contacts.
Coping / Controlling negative emotions	Responding calmly to frustrations, obstacles and opposition, controlling one's emotions and responding to criticism in a constructive way, while keeping the objectives in mind.
Engaging	Fully dedicating oneself to one's work by always giving the best of oneself and by striving for quality. Showing perseverance even when confronted with frustration, opposition, pressure or the need for attention to detail.

### Person Specification

Experience:	<ul style="list-style-type: none"> <li>• Experience in the human services field, preferably within the health, disability or community services NGO sector</li> <li>• Experience in the development and delivery of adult education or training programs</li> <li>• Experience in project management and/or resource development, preferably five years or more</li> <li>• Familiarity with the quality improvement and accreditation environment</li> </ul>
Knowledge/Skills:	<ul style="list-style-type: none"> <li>• Excellent oral and written communication skills, in particular high level negotiation, analytical and report writing skills</li> <li>• Capacity to work in a team environment and in partnership with other organisations</li> <li>• Ability to work independently</li> <li>• Sound computer skills including knowledge of Microsoft Office software, email and the internet</li> </ul> <p>Knowledge of and commitment to:</p> <ul style="list-style-type: none"> <li>• Ethical practice</li> <li>• Anti discrimination and equal employment opportunity</li> <li>• Cultural and linguistic diversity</li> <li>• Occupational health and safety</li> <li>• Privacy and records legislation</li> </ul>
Education:	<ul style="list-style-type: none"> <li>• Appropriate tertiary education desirable – Bachelor degree in health or social sciences</li> <li>• Certificate IV Workplace Training or equivalent experience</li> </ul>
Physical and environmental demands	<ul style="list-style-type: none"> <li>• Intra and inter state travel required</li> <li>• Some after hours work required</li> </ul>
<b>Other Role Related Guidance:</b>	Employee Manual and Employment Contract