



Position Description: Quality and Compliance Manager

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| ROLE TITLE | Quality and Compliance Manager |
| LOCATION | Nano Nagle Network Office, Carlton |
| NETWORK | Nano Nagle Network, Flexible Learning Centres, Edmund Rice Education Australia |
| SALARY OR AWARD | Victorian Catholic Education Multi Enterprise Agreement 2018 |
| EMPLOYMENT STATUS | Full time (would consider part time) |
| COMMENCEMENT | As soon as possible |
| POSITION REPORTS TO | Nano Nagle Network Business Manager |
| POSITION SUPERVISES | Senior Administration Officer – Student Records |
| CONTACT | Chloe Hand |
| PHONE/EMAIL | 0439 290 168 |
| JOB REFERENCE NO. | NNN-QC-20022020 |
| CLOSING DATE | 12 March 2020 |

Aboriginal and Torres Strait Islander people are encouraged to apply

Foundation Statement

Flexible Learning Centres (FLC's) seeks to respond to the needs of young people disenfranchised and disengaged from education through the provision of a safe place that provides an opportunity for them to re-engage in a suitable, flexible learning environment.

Flexible Learning Centres seek to build honest and authentic relationships with young people, their families and communities, through valuing, supporting and celebrating the uniqueness and dignity of each person.

Flexible Learning Centres are guided by the vision of Edmund Rice, and the empowering service of education, so that young people may achieve personal and community liberation through educational experiences that enable transformation.

Background

Flexible Learning Centres is an initiative of Edmund Rice Education Australia (EREA). Flexible Learning Centres, offer a full-time and multiyear secondary education and social inclusion program for young people who have disengaged from mainstream structures. Young people may express a broad range of complex education and social needs and the Flexible Learning Centre services respond with a variety of flexible and innovative social inclusion and learning experiences.

Flexible Learning Centres provide young people with a varied and holistic set of learning experiences, supporting them to identify and pursue an individual transition to adulthood, employment, further education and training, and social connectedness.

Indigenous and non-indigenous young people who attend are usually disengaged from mainstream education for a range of reasons that may include those:

- who have had contact with the juvenile justice system;
- in the care of the Office of Children and Families;
- with a history of trauma;
- with a history of extended periods of unexplained absences;
- who are highly mobile;
- with mental illness or at risk of engaging in self-harming behaviours or substance abuse;
- who have been excluded or repeatedly suspended from school;
- who are homeless;
- who are young parents;
- with a generational history of early school leaving; and/ or
- with a generational history of unemployment.

See www.youthplus.edu.au - Publications for further information.

Principles of Operation

The four principles of operation that all Flexible Learning Centres operate under are Respect, Participation, Safe and Legal and Honesty.

This framework is a significant point of difference from mainstream schooling. The principles establish a “common ground” among staff, young people and families where the means to resolve conflict, negotiate learning, recognise rights and responsibilities are modelled and explored, both within the group and individually.

EREA Charter and Touchstones

Edmund Rice Schools strive to offer a liberating education, based on a gospel spirituality, within an inclusive community committed to justice and solidarity. The Charter describes our distinct identity as Edmund Rice Schools and provides a practical expression of this identity. The Charter uses four touchstones to describe the culture of a Catholic school in the Edmund Rice tradition. These touchstones give us ideals authentically linked with the Charism which underpins the ministry in our Centres and educational endeavours. They help us set our direction and define our goals as, following Edmund Rice’s vision, we continue to reflect and to seek to make the Gospel a living reality in our communities. The Charter and Touchstones can be accessed from the EREA website: <https://secure.erea.edu.au/Publications/EREA-Charter/docs/EREA-Charter.pdf>

Primary Role

Reporting to the Nano Nagle Network Business Manager, this role will be an operational member of the Nano Nagle Network (NNN) team, responsible for systems, quality and accreditation, risk management and compliance; engaging in strategic partnerships and implementation and evaluation of programs.

The role does encompass a range of expertise and skills, and there will be periods of time where focus may be predominantly on one key section of business activity. The role will have a key focus on driving organisational efficiency and capacity and assist the Network Principal in the delivery of strategic and organisational priorities.

Duties and Responsibilities

Typical duties and responsibilities include but are not restricted to:

Quality and Accreditation

- Support an organisational culture, which promotes continuous service improvement and innovation.
- Develop, review and maintain the quality assurance system including the development of quality records, checklists, procedures, processes, supporting tools and techniques.
- Oversee and further develop the content of the online Policy Plus system (CompliSpace).
- Taking the lead in ensuring the Policy Plus system is embedded and the roll out of new modules.
- Develop and oversee the management of online risk registers via the Assurance System.
- Develop and oversee document management systems, monitor risk management activities and ensure compliance with all relevant legislation, standards and certification.
- Inform the organisations training and development needs to continuously improve the delivery of services to meet quality standards.
- Monitor and support ongoing consumer participation and consultation activities towards quality of care processes that enhance outcomes for clients and communities.
- Analyse organisational performance and quality assurance gaps to identify priorities for improvement and corrective action through development and implementation of a performance improvement plan.
- Successfully lead the organisation through accreditation and audit processes as well as internal audits.

Compliance

The compliance framework within NNN covers legal and regulatory obligations as well as those arising from organisational policies and contractual obligations. Reference to compliance obligations covers all areas of compliance including:

- Facilitating the identification of key compliance obligations, with the support of legal and other relevant resources, and translating those requirements into actionable policies and procedures
- Providing and/or organising ongoing compliance training support for staff to ensure that all relevant persons are trained on a regular basis
- Monitoring and measuring compliance performance
- Analysing performance to identify the need for corrective action
- Ensuring compliance capabilities and performance are factored into contracts with external suppliers
- Undertaking compliance reviews.

Services and Programs

- In collaboration with the leadership team, guide, and contribute to, program development and implementation, and the identification of quality gaps .
- Drive evaluations of existing programs and services to ensure they are sustainable and enhance and align with strategic objectives and client requirements.
- Investigate and implement system and process improvement options to streamline processes to maximize compliance, governance, effectiveness and efficiencies.
- Take responsibility for performance reporting, outcomes evaluation and relevant data reporting as would support organisational capacity and development.

Incident Management

- Ensuring the effective management of appropriate online systems for the effective recording of reportable incidents
- Establishing processes for investigating and analysing data with respect to reportable incidents
- Preparing incident management reporting systems for Network Leadership Team.

Occupational Health & Safety (OH&S)

- Developing and maintaining OH&S Programs, including return to work and injury management
- Implementing and monitoring OH&S control initiatives
- Ensuring staff and senior management complete awareness training
- Co-ordination of the OH&S Hazard Register risk assessment process
- Recording and collating incident reports.

Other

- Maintaining and developing the Critical Incident Plan and co-ordinating testing in conjunction with Business Manager
- Other duties as directed
- Be involved in new developments and Centres.

Applications

Applications should be forwarded to nanonaglerecruitment@youthplus.edu.au by 12 March 2020 and need to include:

- A letter of introduction and a response to the Selection Criteria;
- A current curriculum vitae outlining previous experience and skills;
- Two referees (including contact details). Please include a referee from current or most recent place of employment.

For further information contact Chloe Hand on chloe.hand@youthplus.edu.au.

Flexible Learning Centre is committed to being a child safe organisation. Flexible Learning Centre supports the rights of children and young people and is committed to providing a safe and supportive environment directed at ensuring their safety and wellbeing.

All applicants for these positions will be subject to EREA screening procedures. Comprehensive reference and background checking will be undertaken, including a Working with Children Check and police check.

Selection Criteria

- Minimum 5 years' experience in a similar service organisation, in the operation of Quality Management Systems including coordinating internal audits, providing internal audit reports and re-accreditation processes.
- Degree or post graduate qualifications in Law, HR, Management, Leadership, Business or other relevant tertiary qualifications.
- Comprehensive understanding of organisational systems, quality management systems; Education quality standards and sound knowledge of a Policy System if possible CompliSpace.
- Demonstrated ability to critically interpret documents such as policies, procedures, contracts and the ability to be able to disseminate information to stakeholders.
- Highly developed conceptual skills and experience in strategic and operational planning development and management of organisational systems and processes.
- Demonstrated skills in effectively communicating, liaising and negotiating with other relevant professionals both within, and external to, the organisation.
- Demonstrated flexibility and time management skills in meeting deadlines within a changing environment, with often competing priorities.

General Edmund Rice Education Australia Information Collection Notice – Youth + Flexible Learning Centre Job Applicants

This Flexible Learning Centre Flexible Learning Centre is part of Edmund Rice Education Australia (EREA), which is an organization consisting of Centre, entities and offices offering a Catholic education in the tradition of Blessed Edmund Rice.

1. The Flexible Learning Centre collects personal information, including sensitive information about job applicants. This includes information provided in your job application, in the course of conversation or as collected from third parties on your behalf, such as employment referees. The primary purpose of collecting this information is to enable the Centre to consider your application for employment with the Centre.
2. Some of the information the Centre collects is to satisfy the Centre's legal obligations, particularly to enable the Centre to discharge its duty of care to enrolled students.
3. Laws governing or relating to the operation of a school require certain information to be collected and disclosed. These include relevant Education Acts and Public Health and Child Protection laws.
4. In order to consider your application for employment and to facilitate and manage your employment relationship with the Centre, you consent to our collecting personal information about you from recruitment agencies, law enforcement agencies for criminal checks and working with children checks, educational institutions to verify your qualifications, and other individuals or businesses we contact for the purpose of reference-checking as agreed with you.
5. The personal information that is collected about you will be stored securely in a recruitment record. If you are successful and become an employee then an employee record will be created and the personal information we have collected will be stored in this file. Employee records are exempt from the Australian Privacy Principles (APPs) under the Privacy Act 1988.
6. If you are not offered a position or if you decline an offer of a position at the Centre the information stored in your recruitment record will be stored for 12 months, unless you advise us to destroy the records at an earlier time. At this time, the Centre will take reasonable steps to destroy or de-identify the information as appropriate.
7. The Centre may disclose personal and sensitive information for administrative, educational and support purposes (or may permit the information to be directly collected by third parties). This may include to:
 - government departments;
 - people providing administrative and financial services to the Centre;
 - anyone you authorise the Centre to disclose information to; and
 - anyone to whom the Centre is required or authorised to disclose the information to by law, including under child protection laws.
8. Failure to provide the information to the Centre will affect the Centre's ability to evaluate your application and may result in the recruitment process not proceeding.
9. The Centre may also use cloud computing service providers to store personal information (which may include sensitive information) on their servers in the 'cloud'. These servers may be located in or outside Australia. This may mean that personal information may be stored or processed outside Australia.
10. EREA's Privacy Policy contains further information about its use of cloud and other third-party service providers.
11. EREA's Privacy Policy is accessible via the Centre website or from the Centre office. The Policy sets out how job applicants and employees may seek access to, and correction of their personal information which the Centre has collected and holds. However, access may be refused in certain circumstances such as where access would have an unreasonable impact on the privacy of others or may result in a breach of the Centre's duty of care obligations. Any refusal will be notified in writing with reasons if appropriate.
12. EREA's Privacy Policy also sets out how job applicants and employees can make a complaint about a breach of the APPs and how the complaint will be handled.
13. If you provide the Centre with the personal information of others, such as other employment referees, doctors or emergency contacts, we encourage you to inform them you are disclosing that information to the Centre and why, that they can request access to and correction of that information if they wish and to also refer them to EREA's Privacy Policy for further detail about such requests and how the Centre otherwise handles personal information it collects and complaints it receives.