

## Westhaven Ltd

Our Vision – **Live how you choose**

Our Core Values – **C.H.O.I.C.E**

|                                 |                        |                          |                      |  |
|---------------------------------|------------------------|--------------------------|----------------------|--|
| <b>Position Title</b>           | <b>Quality Officer</b> | <b>Reports to</b>        | Audit & Risk Manager |  |
| <b>Number of Direct Reports</b> | Nil                    | <b>Position Location</b> | Dubbo                |  |

### Purpose of the position

- The key purpose of this position is to contribute to an organisational culture that fosters the delivery of high-quality, safe, and participant-centric services so that the people Westhaven supports can live life the way they choose.
- Reporting to the Audit & Risk Manager, the Quality Officer will assist in implementing and ensuring compliance with essential quality and safety initiatives by assisting in collaboration with the Quality team and Service Delivery team including partners of the Westhaven Group.

| <b>Key Responsibilities</b> |   |
|-----------------------------|---|
| <i>Focus area 1</i>         | Assist in ensuring Westhaven delivers high quality, person centered services in line with all relevant national and state based legislative and regulatory requirements                                   |
| <i>Focus area 2</i>         | Assist in the implementation of quality management systems and records including quality improvement plans, risk registers, stakeholder feedback records, organisational audits, policies and procedures. |
| <i>Focus area 3</i>         | Support quality assurance with administrative tasks, and audit monitoring processes   |

|                     |   |
|---------------------|---|
|                     | to ensure compliance.   |
| <i>Focus area 4</i> | Assistance with internal Quality and Risk audits in collecting, collating and analysing data as part of the internal audit schedule.  |
| <i>Focus area 5</i> | Proactively engaging with teams across various locations and outlets to conduct Frontline Quality and Risk audits involving collecting, collating and analysing data  |
| <i>Focus area 6</i> | Support to the Corporate Services Team in preparation for external audits and certification/accreditation.  |
| <i>Focus area 7</i> | Coordinate meetings and provide support to other areas of the organisation as needed.   |
| <i>Focus area 8</i> | Over see Workplace Health and Safety (WHS) initiatives. Oversee and manage all aspects of Work Health and Safety notifications, incidents and near misses and where appropriate coordinate and assist with WHS investigations under the guidance of the Audit & Risk Manager. |
| <i>Focus area 9</i> | Provide assistance in the implementation of Westhaven's 2027 Strategy under the guidance of the Audit & Risk Manager.   |

## Knowledge, Skills, Experience and Compliance

### Knowledge

- Basic understanding of the needs and supports of people living with Disability.
- Familiarity with the NDIS and Quality and Safeguarding Framework and a basic understanding of Human Rights.
- Knowledge of Office Children Guardian compliance and child safe standards.
- Knowledge of the Australian Work Health Safety Legislation.
- Familiarity of risk management fundamentals including hazard identification, risk assessment and documentation requirements.
- Foundational understanding of risk management principles and frameworks.

### Skills

- Willingness to engage in challenging discussions and learn to inspire confidence.
- Developing skills in building and maintaining effective relationships with various stakeholders.
- Enthusiasm and a strong desire to contribute to achieving excellence.
- Basic critical thinking, problem-solving, and decision-making skills.
- Excellent interpersonal and communication skills, both written and verbal.
- A willingness to learn basic numerical proficiency and data analysis to identify trends and recommend preventative measures.
- A commitment to maintaining a high degree of integrity and a strong customer focus.

### Experience

- Prior experience in healthcare, community, or non-profit organisations is desirable.
- A Certificate IV in Work Health and Safety (BSB41419) is highly regarded.
- Previous experience in a WHS-related role demonstrating exposure to WHS processes is preferred.
- While prior role experience is beneficial, this role is open to entry-level candidates with a willingness to learn and adapt.

### Compliance

- Current valid NSW Driver's licence
- Obtain and maintain a current paid Working with Children Check (WWCC)
- Obtain and maintain a valid National Disability Insurance Scheme Workers Check (NDISWC)

## Key Challenges

- Managing a high volume of WHS notifications and incidents while ensuring timely reporting and investigation.
- Navigating WHS legislation and its practical application across diverse operational areas.
- Ensuring the integrity and accuracy of data across multiple systems for reporting and analysis.
- Working collaboratively with various departments and levels of staff to embed best practices.
- Contributing to a culture of continuous improvement within the organisation.

## NDIS Workforce Capability Framework

- The NDIS Workforce Capability Framework describes the attitudes, skills and knowledge expected of all workers funded under the NDIS. It gives clear, practical examples and establishes a shared language of 'what good looks like' for participants when they receive NDIS services and support.
- The Framework translates the NDIS Commission's principles, Practice Standards and Code of Conduct into clear and observable behaviours that service providers and workers should demonstrate when delivering services to people with disability.
- All Westhaven employees are encouraged to review the [NDIS Workforce Capability Framework](#) for a full list of capabilities and the descriptors relevant to their role.

## NDIS Workforce Capability Framework

## Supervision and Frontline Management

### Capability Group

### Capability Name and Description



**Manage, supervise and coach others**

#### **Model and reinforce values in organisational culture and practice**

- Support and model a culture that promotes the principles of the NDIS, such as upholding rights, celebrating diversity and respecting the voice of those with lived experience.

#### **Promote quality through consistent good practice**

- Set clear expectations of what best practice looks like, provide access to support and coaching, and develop worker awareness and capabilities to deliver quality support and services.

#### **Support health and manage risk**

- Implement policies, procedures and systems for effective health and risk management so that workers

know their roles and responsibilities, look out for their own safety, and balance dignity of risk with duty of care when supporting participants.

**Foster and develop a capable workforce**

- Support workers to understand capability expectations at different levels, provide constructive feedback, and create informal and formal opportunities for them to develop their capabilities and build a career.