

Westhaven Ltd

Our Vision – **Live how you choose**

Our Core Values – **C.H.O.I.C.E**

Position Title	Quality Officer	Reports to	Audit & Risk Manager
Number of Direct Reports	Nil	Position Location	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 Zapti Ltd and Excelsior Housing Services

Key Responsibilities

<i>Focus area 1</i>	<ul style="list-style-type: none"> • 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>	<ul style="list-style-type: none"> • 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>	<ul style="list-style-type: none"> • Support quality assurance, administrative tasks, and audit monitoring processes to ensure compliance.
<i>Focus area 4</i>	<ul style="list-style-type: none"> • Assistance in internal quality and risk audits in collecting, collating and analysing data as part of the internal audit schedule.
<i>Focus area 5</i>	<ul style="list-style-type: none"> • Support to the Corporate Services in the preparation for external audits and

	certification/accreditation.
<i>Focus area 6</i>	<ul style="list-style-type: none"> • Assist in the administration of Training where required
<i>Focus area 7</i>	<ul style="list-style-type: none"> • Coordinate meetings and provide support to other areas of the organisation as needed.
<i>Focus area 8</i>	<ul style="list-style-type: none"> • Be a support in assisting in workers' compensation and workplace health and safety (WHS) initiatives.
<i>Focus area 9</i>	<ul style="list-style-type: none"> • 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

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.
- 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
- 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)

[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 supports 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.



Westhaven

Live how you choose.

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.