

## Position Description

**POSITION TITLE:** QA Advisor

**DEPARTMENT:** WHS & QA

**RESPONSIBLE TO:** Risk and Compliance Officer

**DIRECT REPORTS:** N/A

**LOCATION:** Panorama

**SCREENING REQUIRED:**

National Police Check    DCSI – Working with Children    DCSI – Disability    Medical

Bedford changes the lives of people with disability by building capacity, independence and wellbeing. We do this by providing a broad suite of NDIS support services including employment opportunities and social participation activities. We offer exceptional tailored services to meet individual goals, in the workplace and in the community. We build healthy relationships, foster skills to last a lifetime, and pride ourselves on providing hands-on support to plan all areas of our customer's lives. Above all, we promote individual choice and control to empower people with disability to live fulfilled and happy lives.

### POSITION SUMMARY

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Reporting to the Risk and Compliance Officer, this role is responsible for undertaking activities to ensure that the Quality Management System, HACCP, Quality Assurance and continuous improvement systems are followed. Working closely with managers, supervisors and staff to achieve quality outcomes, acting as a resource and advisor on quality and compliance issues to eliminate/reduce risk.

### KEY RESPONSIBILITIES

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#### Responsibility and Accountability

- Review existing QA processes and practices, ensuring alignment with relevant standards
- Undertake audits and performance improvement reviews, ensuring compliance with required standards and continual improvement
- Assist with, coordinate and/or develop internal audit programs, maintain schedule, key stakeholder communication and report on outcomes
- Follow up audits / reports to ensure completion in a timely manner and audit objectives have been met
- Ensure shortfalls are investigated, reported and corrective action implemented to eliminate further occurrence
- Assist with appropriate root-cause analysis for identified issues
- Identify risk and non-compliance across the business, following reporting protocols within Skytrust and follow up actions
- Build and maintain working relationships with internal and external key stakeholders to achieve quality outcomes for the business, adherence to quality and raised awareness

- Ensure company policies and procedures remain current, updated in a timely manner and communicated appropriately
- Maintain and update the Quality Management System
- Provide quality and compliance guidance and advice to business units
- Ensure quality procedures and systems are followed accordingly
- Acquire and maintain work health and safety knowledge relevant to your workplace and understand all operations and associated hazards and risks
- Ensure all work is conducted in a timely manner with changes communicated accordingly
- Be a 'champion' of the Skytrust system, promoting capabilities and ensuring data integrity
- Contribute towards ensuring all objectives and targets within the WHS & QA Strategic plan are achieved
- Champion and comply with the NDIS Practice Standards, NDIS Code of Conduct, as well as the NDIS Quality and Safeguarding Framework
- Other duties as per the direction of the Risk and Compliance Officer

## **KEY CHALLENGES**

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- Balance the needs of business units with the goals of WHS, QA and Risk
- Meet all audit and service deadlines while maintaining existing workload
- Continuously responding to evolving business needs and any change of direction
- Experience in and knowledge of quality compliance within a manufacturing or production environment
- The ability to coach, advise, develop and support all levels of staff regarding compliance requirements

## **SKILLS / ATTRIBUTES**

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### **Personal Attributes**

- Strong communication and interpersonal skills
- The ability to build rapport and establish strong working relationships
- Excellent problem-solving skills and attention to detail
- The ability to work autonomously and self-manage

### **Essential Skills and Qualities**

- Previous experience as a Quality Advisor or similar position within a diverse organisation
- Experience in leading Quality Management Systems and standards, including undertaking internal audits, report writing and contributing to improved business practices
- Excellent computer skills and knowledge in MS Office
- Previous experience in Risk Management
- Qualification in Quality, Safety or similar discipline is desired
- A current driver's license

## **CORPORATE RESPONSIBILITIES**

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In accordance with current legislation specific to your job role and responsibilities, all staff are required to become familiar with and work in accordance with the *Work Health and Safety Act*

2012 (SA), Return to Work Act 2014 and the National Disability Insurance Scheme Practice Standards (the NDIS Practice Standards).

**OTHER RELEVANT INFORMATION**

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Further Information about Bedford may be found at [bedfordgroup.com.au](http://bedfordgroup.com.au)

I confirm that I have read and understood the Position Description for the position of QA Advisor.

**Name:**

Signed \_\_\_\_\_

Date \_\_\_\_\_