

Position Description

Position Title:	Quality Officer
Date PD Adopted:	February 2019
PD Review Date:	August 2019

About Unison

Unison provides a diverse range of housing services across Victoria and in Adelaide, including social housing, affordable housing, private rental, transitional housing and owners corporation services.

We believe that affordable housing is the foundation on which to build a life of value, but that a good life takes more than just housing. A good life takes place in a community.

We provide affordable housing, and work to reduce disadvantage and social exclusion for people who have previously been homeless, by helping to create communities around them. Unison also assists over 3000 people each year who are homeless or at risk of homelessness.

Vision

Communities that thrive.

Mission

Collaborate to create vibrant, sustainable communities that meet the needs of renters, owners and people who are homeless, by developing, managing and providing access to affordable housing.

Position Objective

The Quality Officer will work closely with the Manager, Risk and Compliance to:

- Contribute to the development and improvement of Unison's quality, risk and compliance systems supporting organisational capability and performance
- Support Unison to meet Human Services Standards and Performance Standards under the Housing Act, including via participating in internal and external audits
- Support quality improvement initiatives and working groups

Key Accountabilities

Policy Management

The Unison logo, consisting of the text "Communities that thrive" in a bold, lowercase sans-serif font, with "Communities" on the top line and "that thrive" on the bottom line. The text is yellow and is set against a white background that is part of a larger yellow circular graphic at the bottom right of the page.

- Develop policies and procedures
- Contribute to the strengthening of the Quality Management System including document development/review, document control, formatting and readability of organisational policies, procedures, manuals and resources
- Monitor and alert document owners with upcoming policy and procedure reviews within the quality management system
- Assist with review of existing policies, procedures and processes and recommend improvements in line with legislation and best practice

Quality Improvement and Accreditation

- Assist in organisational quality assurance accreditation processes and quality improvement frameworks
- Support internal stakeholder with the implementation of quality improvements or recommendations

Compliance and Risk Management

- Recommend mitigation or risk reduction strategies to the Manager, Risk and Compliance

Corporate Involvement

- Participate in the development of corporate initiatives and assist in the delivery of corporate goals
- Perform administrative tasks as required
- Attend Unison team meetings and training as required
- Undertake other duties as directed by the Manager Risk and Compliance

Key Selection Criteria

Qualifications & Experience	<ul style="list-style-type: none"> • Qualifications and document writing highly regarded • Min 3 years' experience in related areas/ projects • Current Victorian Driver's License
Personal Qualities	<ul style="list-style-type: none"> • Ability to show initiative, be a self-starter and work autonomously. • Approachable with a positive, cooperative and constructive attitude to work and working with others. • Results driven and innovative • A demonstrated commitment to social justice and to the empowerment of disadvantaged members of the community • A high level of energy and enthusiasm • Positive team-working approach
Knowledge and skills	<ul style="list-style-type: none"> • Ability to navigate and work within quality assurance systems and standards • Project Management skills and experience • Well-developed information system skills – word processing, excel, data-bases. • High level verbal and written communication skills.
Occupational Health and Safety	<ul style="list-style-type: none"> • Ensure that Unison's Occupational Health and Safety Policy and Procedures are continually observed and complied with.

	<ul style="list-style-type: none"> • All employees have a duty to take reasonable care for the health and safety of themselves and others affected by their actions at work, and to comply with Unison's OHS Frameworks. • Regularly inspect own immediate work environment and report any incidents, hazards or near misses that can cause harm or that represent a threat to public safety to the relevant Manager or Supervisor. • Actively participate in hazard elimination where practical.
Safety screening	<ul style="list-style-type: none"> • This role is subject to a satisfactory National Police History check and Working with Children Check. • Applicants who have lived overseas for 12 months or longer during the past 10 years are required to provide the results of an international police check.

Physical Inherent Requirements

Office Duties	<ul style="list-style-type: none"> • Sitting at a workstation using a computer or sitting for up to two hours at a time with breaks. • General office based work such as handling files, various paperwork, attending to phone calls and stakeholder enquiries.
Driving	<ul style="list-style-type: none"> • Required to drive private or Unison owned vehicles.
Work Environment	<ul style="list-style-type: none"> • May be required to work from different sites, including offsite facilities. • Exposure to varied weather conditions.
Lifting and Carrying	<ul style="list-style-type: none"> • Infrequent lifting and carrying of items up to 5kgs.
Bending and Reaching	<ul style="list-style-type: none"> • Required to occasionally bend and reach.

Organisational Values

Unison is a values-based organisation and seeks to cultivate a culture founded on quality of service delivery, responsiveness, collaboration and respect for others. It is an environment that requires all team members to maintain high standards of work in line with our Values:

People

- We put the customer at the heart of what we do, we value each other and welcome diversity

Respect

- We are respectful of all and welcome open and honest discussion

Positivity

- We have a positive and dynamic approach to our work. We embrace change, learn from our mistakes and seek to find solutions

Accountability

- We do what we say we will do

Unison is proud to be an Equal Employment Opportunity (EEO) employer. We are committed to the safety of both our clients and staff and engaging in a diverse workforce. Unison encourages individuals of diverse backgrounds, including but not limited to, those from the Aboriginal and Torres Strait Islander, Culturally and Linguistically Diverse and the LGBTI community to join our workforce.

Organisational Relationships

Accountable to	Manager, Risk and Compliance
Supervises (Day to Day Operations)	Not applicable
Internal Liaisons	All Unison Staff
External Liaisons	External Auditors

Signed and Dated: