



Quality and Compliance Officer

Status:	Full Time, Fixed Term
Hours:	76 hours per fortnight
Award:	MDA Enterprise Agreement 2016
Salary:	Level 4.1, \$67,282.80 per annum +9.5% Super + Salary sacrifice option
Reports to:	Company Secretary
Contract Period:	Six (6) months
Probation Period:	Three (3) months

About Multicultural Development Australia

Multicultural Development Australia (MDA Ltd.) is a leading Queensland multicultural organisation. We aim to grow multicultural values across our State and to empower newly arrived Queenslanders from diverse cultural and language backgrounds through advocacy, community development and a range of client services.

Our main objective is to create a welcoming, inclusive and economically stronger community here in Queensland. We are passionate about working to ensure that new Queensland refugees, migrants and international students are included, skilled and thriving. MDA currently has over 220 staff, 100 Cultural Support Workers and 200 volunteers.

About your contribution

The Quality and Compliance Officer will support the Company Secretary as directed in the area of quality management, with a particular focus on the coordination and facilitation of internal audits, as well as following up and analysing internal audit findings.

The position is also responsible for coordinating critical documents, including monitoring of contract requirement deadlines and archiving all significant MDA documents. This role requires a high level of communication skills as well as experience with setting up and maintaining systems to allow efficient access and retrieval of all critical documents.

What you can expect to do

Quality

1. Coordinate and conduct internal audits according to the Annual Audit Schedule, including pre-audit communication with auditees and auditors, preparation of audit tools, conducting audits, preparation of internal audit reports, record-keeping and follow-up;
2. Edit, format, update and maintain documentation, policies, procedures, forms and internal controls for MDA and the QMS (Quality Management System), ensuring practices, documentation and the (QMS) comply with relevant standards, contractual requirements, Human Services Quality Standards (HSQS) and ISO 9001:2015;

3. Monitor the QMS with a focus on continual improvement, processing Change Requests and continual improvement items; and
4. Contribute to continuous improvement tasks and document control for MDA's intranet, HUGO.

Critical Documents

1. Oversee critical documents database and maintain tracking system for all contract reporting and acquittal requirements in line with established work procedures;
2. Coordinate digital and hard copy archiving of all critical MDA documents (excluding financial), and establishing systems when required.

Administration

1. Carry out general administrative functions to the effective and efficient functioning of the Governance, Quality and Risk Team including the use of computer-based calendar, credit card acquittals, meeting set-up, catering, and information management systems.

In addition to the duties listed above, all MDA staff are expected to:

1. Respect and abide by the vision, mission and values of the organisation;
2. Ensure that their conduct is consistent with provisions of the MDA Code of Ethics and Conduct;
3. Comply with the provisions of relevant MDA policies and procedures;
4. Comply with the provisions of MDA's Workplace Health and Safety framework including policies, procedures and safe work systems that relate to their role, program area or MDA as a whole. Information and training will be provided to successful candidates.

Induction training relating to policy and procedures, workplace health and safety, and MDA administrative systems will be provided to successful candidates on appointment. Additional training in relation to IT systems and software will also be provided to successful candidates where necessary.

What we need from you

Essential Skills/Experience

1. Qualifications in the field of Business, Internal Auditing (Certified Internal Auditor) and/or Quality Management or a combination of qualifications and relevant experience;
2. Demonstrated ability to facilitate internal audits and assist with the preparation of monthly reports and trend analysis;
3. Experience monitoring and ensuring contractual compliance and recordkeeping systems, escalating risks where identified;
4. Demonstrated ability to establish and maintain positive, collaborative and productive working relationships with key business stakeholders at all levels to facilitate engagement with compliance and quality processes;
5. Advanced working knowledge of SharePoint and Microsoft Office;
6. Strong written and verbal communication skills with the ability to communicate well in a cross cultural working environment; and,

7. Excellent organisational skills, working to deadlines, maintaining confidentiality and attention to detail.

Desirable Skills and/or Experience

1. Experience working within/towards an ISO and/or HSQS system; and
2. Ability or willingness to provide small group training.