



## **Corporate Quality Assurance Officer (Clinical Service)** **37.5 hours/week**

CASS Care Ltd is a multi-disciplined community services provider, with “CASS”, as our brand name, which is commonly known in the community. We are active in the provision of a comprehensive range of social welfare services, catering the needs from cradle to seniors, including residential aged care, home ageing, settlement and health, vocational and training, disability services, child care and many more community-based services. We are seeking a meticulous, enthusiastic and highly skilled person to fill the above position in our Corporate Affairs Unit.

### **Position Summary:**

The appointee of this position is responsible for supporting and ensuring all aspects of our service units are in compliance with the Government Standards, all legal and statutory requirements, as well as all policies and procedures, vision, mission, and goals of our organization.

### **Main Duties and Responsibilities:**

- Conduct audit on all service units to check if they are meeting requirements of the quality standards; provide feedback and suggestions to involved staff members on the outcome of the audit;
- Ensure that the auditing cycle is maintained, action plans and recommendations are developed, implemented and evaluated;
- Undertake, coordinate, collect, analyse and summarise annual client / staff survey in different programs and document all information in a report;
- Review and maintain service self-assessment in support and preparation for accreditation of different units;
- Assist, monitor and implement the continuous improvement plan of different units;
- Assist, provide contribution to and regularly reviewing policies and procedures of different units;
- Suggest training sessions to raise and enhancing the knowledge about compliance of quality requirements by staff members;
- Interview new staff and existing staff to gain feedback on work environment, procedure, and culture;
- Participate in external related meetings or activities to keep abreast of the views and practices in the industry regarding compliance on quality standards;
- Support executives in preparing reports and responses to management and the Government on quality issues regarding the services being undertaken;
- Assist different units to pass quality review by third party organisation or by the Government;
- Promote the culture of continuous improvement and governance in different units; and
- Assist in developing risk management plan of different units.

**Selection Criteria:**

<b>Essential</b>	<b>Desirable</b>
<ul style="list-style-type: none"><li>• Possession of a degree recognised in Australia in nursing, social sciences, social and community services, health, management or any related disciplines;</li><li>• Knowledge and/or experience of working in the aged care industry for at least 5 years;</li><li>• Demonstrated knowledge and experience in the aged care / disability / childcare with an appreciation of East Asian cultural needs;</li><li>• Demonstrable ability to identify gaps in quality and compliance;</li><li>• Demonstrable skills for meticulous thoroughness and looking for details;</li><li>• Demonstrable experience working closely with staff members at all levels;</li><li>• Excellent command in spoken and written English;</li><li>• Demonstrable ability to manage project and time effectively, including the ability to work independently;</li><li>• Experienced in managing competing priorities and achieving performance objectives;</li><li>• Good communication, interpersonal and computer skills;</li><li>• Strong understanding on the needs of people from culturally and linguistically diverse background;</li><li>• Possess valid police check certificate or is able to obtain the certificates prior to employment;</li><li>• Current Australian Driver’s License; and</li><li>• Having at least two doses of COVID-19 Vaccination.</li></ul>	<ul style="list-style-type: none"><li>• Ability to speak an Asian language, such as Chinese, Korean, Indonesian or Vietnamese;</li><li>• Experience in the conduct of quality audit;</li><li>• Experience in nursing / allied health services.</li></ul>

Salary and employment conditions for the above position is as per Enterprise Agreement. Salary packaging is available. Discount child care fees are available for CASS’s long day care, before and after school, and vacation care services.

**How to Apply:**

Applications in writing providing detailed resume, responses to the above requirements are to be forwarded before **9:00am, 30 April 2024** to: Ms. Vickie Xu, Executive Officer/Human Resources Management, CASS Care Ltd, 44-50 Sixth Avenue, Campsie NSW 2194 or via email to [recruitment@cass.org.au](mailto:recruitment@cass.org.au).

For enquiries on the position, please call Ms. Fiona Cheng, Executive Support Officer/Corporate Quality Assurance on 0429 017 385.

Only shortlisted applicants for interview will be notified.