

POSITION DESCRIPTION

HR & QUALITY COORDINATOR

Job Title: HR & Quality Coordinator

Reporting to: Business Operations & Quality Manager

Job Type: Part time (15.2 – 22.8 hours per week)

Location: 80 Betty Cuthbert Drive, Lidcombe

Purpose of the Position:

Reporting to the Business Operations & Quality Manager, this position exists to support MDNSW's operating and human resource capabilities, coordinate organisational and quality management processes, and work to improve quality, productivity, efficiency, business growth and customer satisfaction.

All staff of Muscular Dystrophy NSW have a passion for empowering, connecting and supporting people affected by neuromuscular conditions whilst promoting MDNSW values and person centred planning. All staff are committed to improving overall quality and effectiveness of services for better outcomes for clients and NDIS participants.

Responsibilities & duties:

HR Duties:

- Coordinate recruitment of staff and volunteers; develop position descriptions
- Coordination of Board recruitment, induction and training records and requirements
- Processing of volunteer and staff employment checks, screening and working rights requirements
- Coordinate inductions, on-boarding and professional development/training for all staff/volunteers
- Develop basic internal training
- Organising and tracking supervisions of social work and allied health staff/contractors
- Coordinate annual performance appraisals
- Maintaining HR compliance requirements under WHS and NDIS
- Maintaining staff file requirements
- Coordinate and maintaining contractor agreements
- CRM systems training if required
- Ensure there are sufficient pools of casuals and contractors to maintain support provision programs etc.
- Coordinate leave arrangements

Quality & Compliance Duties:

As directed by the Operations and Quality Manager:

- Update and review policies
- Maintain legal compliance register
- Maintain and update procedures and systems
- Change management champion for the implementation of new policies, processes and systems
- Collate information for reporting to MDNSW Board as required
- Help to ensure the wellbeing and safety of staff in accordance with WHS requirements

Operational Duties:

- Ensure all telephone and direct communication is representative of the organisation
- Ensure all telephone calls are filtered, relayed or followed up as appropriate
- Maintain car fleet - registrations and annual service for each vehicle is arranged and up to date

- Maintain the MDNSW office and coordinate stationery, office equipment and building maintenance or repairs
- Assist with the planning and implementation of community consultations

Other:

- Provide administrative support to the Business Operations & Quality Manager
- Participate in MDNSW events/programs and other activities as required
- Coordination of staff meetings and any other staff events
- Assist with the planning and implementation of community consultations
- Act as a member of the MDNSW team and participate and contribute equally in meetings

Work experience and Skills

The successful person will have the following qualifications or experience:

- Minimum of 2 years' experience working in the for-purpose/community sector in a similar role
- High level written and oral communication and interpersonal skills
- Ability to build consensus and relationships among managers, partners, and staff
- Highly organised systems thinker
- Ability to manage multiple competing deadlines
- Ability to work autonomously and part of a team
- A relevant qualification in, or working towards is highly desirable

Documentation required: Police Check, Working with Children Check, NDIS Worker Screening Check

Workplace Health and Safety

Employees are responsible and accountable for:

1. Compliance with workplace policies and procedures for risk identification, risk assessment and risk control
2. Active participation in activities associated with the management of workplace health and safety
3. Identification and reporting of health and safety risks, accidents, incidents, injuries and property damage at the workplace
4. Ensure compliance with NDIS Quality Safeguarding Framework and WHS systems, policies, and procedures.

Organisational Relationships

Reports to: Business Operations & Quality Manager

Manages: No direct reports

Internal Contacts: MDNSW staff as appropriate

Acknowledgement:

This job description has been designed to indicate the general nature and level of work performed by the incumbent. It is not an exhaustive list and is subject to change.

All MDNSW employees are required to comply with any reasonable work requests as directed by their employer from time to time.

Employee Signature

Date

Manager Signature

Date