



Position Description QUALITY OFFICER

July 2013

Camcare is a community-based organisation that operates from two sites at Ashburton and Camberwell.

Camcare delivers counselling and support services principally to individuals and families living in the City of Boroondara. In addition the Integrated Family Services team provides family services support as a partner in the Inner East Integrated Family Services Alliance. We seek to ensure the provision of high quality services, which will bring about significant improvements in the life and experience of the children, young people and families with whom we work.

Camcare receives funding from local, state and federal governments. We also attract funds through the support of private donations, philanthropic trusts and the community sector.

General Information:

Position title:	Quality Officer
Reports to:	Information Officer and Statistics Volunteer
Working Relationship:	Manager Community Support Services
Organisation:	Camcare Inc.
Rate of Pay:	Voluntary Position
Hours of Work:	4 hours per week

Position Objectives:

The Quality Officer supports the Information Officer and Statistics Volunteer in collating feedback forms and entering data.

Key Responsibilities:

Client Feedback

- Obtain client feedback forms from both Camberwell and Ashburton
- Enter information from feedback forms into relevant excel files
- File the survey/feedback forms in relevant folders
- Email relevant manager if further action is required as a result of information from the forms
- Review processes of handling client feedback
- Work only on existing feedback forms
- Refer to Information Officer if extra ad-hoc requests for surveys is requested

Qualifications Required:

- Excellent computer skills including Excel, Google Docs.....

Selection Criteria:

- Ability to work co-operatively with other staff as part of a team.
- Capacity to exercise independent judgment and work autonomously.
- Capacity to be flexible and accommodate change.
- Willingness to learn on the job and to develop new skills as required.
- Sound verbal and written communication skills. Demonstrated computer literacy in a range of software programs. Communication via email is required.
- Commitment to attend training sessions as required by the agency.

Relevant Personal Characteristics:

- Reliability and integrity
- Independent and proactive approach to work responsibilities
- Ability to work as an effective member of a team
- Compassionate with an orientation for social justice

Police Check and Working with Children Check:

All staff will be asked to undertake a police check and Working with Children Check before commencing duties with the agency.

Tenure: A minimum commitment of one year followed by annual review.

Ethical Requirements:

- All staff are required to adhere to Camcare's Code of Ethics, and operate within the Agency's policies, practices and guidelines. Eg – Occupational Health and Safety, Fit for Work, Supervision, Privacy policies.
- All staff will work according to the principles set out in the Vision, Mission and Values to achieve the strategic objectives of the Agency.

Signature of the Incumbent:

Date:

Signature of the Manager Community Support Services:

Date: