

Quality and Risk Worker

Quality Team



Who we are

Micah Projects is a community based, not-for-profit organisation with a vision to create justice and respond to injustice at the personal, social, and structural levels in church, government, business, and society.

Micah Projects subscribes to the principle of non-discrimination that seeks to guarantee that human rights are exercised without discrimination of any kind based on race, colour, sex, language, religion, political or other opinion, national or social origin, property, birth, or other status such as disability, age, marital and family status, sexual orientation and gender identity, health status, place of residence, economic and social situation.

We believe that every adult and child has the right to a home, an income, healthcare, education, safety, dignity, and connection with their community of choice.

Work Health and Safety

Everyone has a right to feel safe at work, and Micah Projects is committed to minimising the risk to any staff member, student, volunteer, contractor, consultant, and Board Member within the organisation. We work collectively to comply with the *Work Health and Safety Act 2011*.

What we do

Micah Projects works to break down barriers that exclude people from housing, healthcare, employment, and meaningful connections, and to give people a voice.

We support individuals and families including children to resolve crisis, break social isolation, have a home, access health and community services, and build a community.

We provide a range of support and advocacy services to individuals and families according to their needs. We ensure the immediate needs of participants are met in a supportive, informed, safe, and respectful manner.

Equal Opportunity

Micah Projects is an equal opportunity employer and promotes access to employment to individuals from a diverse range of social and cultural groups. We acknowledge the First Peoples of Australia as the traditional owners of this land and support their right to self-determination and cultural expression. We recognise that Brisbane is a diverse community and acknowledge the needs of individuals, families and communities relating to age, gender, disability, sexuality, and economic status.

Working together

It is important to Micah Projects that people feel welcome, have choices, and do not experience discrimination when working with Micah Projects.

It is our aim to work with participants, each other, and our partners to respectfully share knowledge, ideas, resources, and skills in order to improve the service for the people we support, and the people who work as part of Micah Projects.

Child Safe and Vulnerable Adult Safeguarding

Children and young people are entitled to live in a caring and nurturing environment and to be protected from harm and exploitation. Micah Projects is a child-safe and child-friendly organisation that prioritises the safety and wellbeing of children and young people. We actively provide guidance for management, staff, and others in identifying and responding to concerns about the abuse or neglect of a child or young person in contact with the organisation.

We extend these principles to create safe services for all participants we work with.

Micah Projects commitment to vulnerable and marginalised populations

Micah Projects Purpose and Mission articulate our commitment to actively engaged with people who are marginalised, vulnerable and in many situations present with challenging behaviour.

Working in Micah Projects you are expected to proactively support this purpose and mission whilst balancing the needs of staff to work in a supportive and safe environment.

To do this we actively work together to ensure that staff have the skills and knowledge to understand that many people who access our services do not have the ability to always regulate their emotions. This often occurs when they are frustrated, do not understand what options they have, and are impacted on by substance use or alcohol. The consequences result in staff being exposed to inappropriate and challenging situations which we are committed to providing training and support to problem solve and ensure services can be maintained.

Micah Projects actively wants to adapt a shared responsibility approach for creating a resilient culture whilst providing services to our most vulnerable participants. This requires self-awareness and a proactive approach within our organisational systems. We support staff in understanding the approach and context in which we work. We encourage staff to communicate their needs within this environment and a willingness to engage in problem solving strategies whilst providing support to participants.

Micah Projects provides outreach service in the community, centre-based services and services via phone. When dealing with challenging behaviour, our goal is to always disarm people with courtesy, respect and clear communication recognising that we may not always get it right and will learn from our participants when necessary. We recognise that many participants of Micah Projects have long histories of trauma from childhood and as adults. Whilst this is not an excuse for behaviours that are threatening to others, it is also an opportunity for participants to learn alternative ways of meeting their needs. This is how we implement a trauma informed and sensitive approach to our work.

We are committed to providing a culture of wellbeing and safety for our staff. Employees can access support and guidance internally and externally, as outlined in our Wellbeing Hub.

Position Overview

Position Title

Quality and Risk Worker

Team

Quality and Risk

Reports to

Quality and Risk Coordinator

Line Manages

N/A

Classification/Award

Level 5, SCHADS 2010

Talkin

Quality and Risk Coordinator

Based at

West End

Backup when absent?

Quality and Risk Coordinator

Quality and Risk Team

The Quality and Risk Team supports the implementation of Micah Projects quality management system providing and ensuring:

- Support and assistance to all employees to ensure that they understand what quality and risk means at an organisation like Micah Projects and how this impacts them and what their role is in ensuring that we continue to deliver safe, quality services to vulnerable members of our community, and to promote a culture of continuous improvement.
- Preparation, administration and support for audits against our quality standards, both internal and external.
- Systems administration for LogiQC QMS which supports the key functional areas of the quality management system.
- All employees have the correct access, and are trained, to use the system based on their user requirements.
- Systematic quality document development and review to align with practice.
- Coordinating registering feedback in the Feedback Register.
- Monitoring of incident registration in the Incident Register.
- Reporting on data recorded in the quality management system to support analysis and trending for decision making.
- Maintenance of the legislative compliance register, working with leaders to be aware of, and address, legislative compliance obligations.

Position Description

As a Quality and Risk Worker, you will...

support Micah Projects' commitment to safe, high-quality services by providing practical and administrative assistance across our quality and risk systems. You'll help maintain registers, support audits and compliance, and assist with developing documents and processes that promote continuous improvement. Working closely with staff and leaders, you'll build confidence in managing risk and ensure our systems are accessible, effective, and contribute to a culture of safety, accountability, and learning.

Key Responsibilities

- Provide practical and technical support to implement and embed the Micah Projects Risk Management Framework as part of the organisations Quality Management System.
- Work closely with Cluster Leads to support the growth in understanding, knowledge and skill of staff to identify, assess, control and monitor risk so it can be effectively managed and reported.
- Develop and provide training and support to engage with Risk Management system and processes.
- Assist in the development, review and implementation of quality documents, processes and systems for quality improvement, risk management and safety.
- Oversee and maintain the Risk Management Register as part of the organisational Quality Management System (QMS) software (LogiQC QMS).
- Support the compliance activities as part of the Quality Management System.
- Actively support the function of the Quality and Risk Team with the leadership (Organisational Coordination Team / Service Delivery Cluster Leads) meeting, monitoring the quality and feedback inboxes actioning items as required and assist in quality reporting activities.
- Commitment and contribution to a safe workplace as per the Work Health and Safety Act 2011, including compliance around any hazards such as manual lifting techniques.
- Perform other relevant duties as assigned.

Personal Attributes

- Flexible, innovative, inclusive, ethical and accountable.
- Consultative and collaborative working attitude.
- Solution focused
- Demonstrate a high level of teamwork, support, engagement, and communication.

Skills & Experience

- Demonstrated knowledge and skill quality, risk and safety systems and processes
- Demonstrated understanding of and ability to research relevant legislation, standards, and guidelines relating to the Human Services/Community sector
- Well-developed interpersonal skills that foster trust and collaboration
- Attention to detail with excellent analytical and problem-solving skills
- Well-developed skills and knowledge of MS Office software, including Excel, Word, PowerPoint, and Outlook and the ability to learn new ICT systems

Stakeholder Engagement

This position has a key role is undertaking and progressing the plans and objectives of the:

- Risk Management Working Group

This position as part of a team engages with the following:

- Internal and External Auditors
- Organisational Services Teams

Support and collaborate with Service Delivery Cluster Leads across the range of service areas and initiatives:

- Inclusive Health Partnerships
- Home for Good Homelessness
- Domestic and Family Violence
- Supportive Housing and Sustaining Tenancy
- Women, Children and Families
- Lotus
- Wellspring Women and Girls Hub
- Social Enterprise and Community Connections
- Equity and Systems Change

Criteria and Conditions

Criminal History Screening

- | | |
|---|---|
| ☒ National Police Certificate | ☐ Blue Card |
| ☐ Yellow Card | ☐ APHRA Registration |

Driver's License

- ☒ Essential ☐ Desirable

Travel

- ☒ Essential ☐ Desirable

Assets Provided

- | | |
|---|--|
| ☒ Work Computer | ☒ Work Phone |
| ☒ Pool Vehicle | ☐ Packaged Vehicle |

Essential

- Knowledge or ability to gain knowledge of the relevant quality standards required to be obtained by the organisation.
- Demonstrated expertise in the management of QMS software including the development and training of the workforce in the use or similar information management systems.
- Effective time management and prioritisation skills.
- Evidence of effectiveness of communication style, written and verbal skills, and IT competencies (including Microsoft Office and other IT systems)

- A positive attitude, and the ability to work flexibly, adaptively, and proactively in a team environment with direction and autonomously within program guidelines with a commitment to the values and principles of Micah Projects to meet community needs.

Desirable

- Previous experience in the social and community services sector.
- Previous experience working with Human Services Quality Standards (HSQS), ISO:9001, National Disability Insurance Scheme (NDIS), Royal Australian College of General Practitioners(RACGP) National Safety and Quality Primary and Community Healthcare Standards (NSQPCHS) and National Standards for Mental Health Services (NSMHS).
- Previous experience in quality document writing and quality management systems.
- Stakeholder engagement skills.
- Skills in data reporting and/or data analysis.
- Qualifications in business administration or safety and quality.

General Conditions

- All employees are to practice the values of Micah Projects as outlined in the Code of Conduct.
- Appointment to this position will be subject to a criminal history check as outlined in the organisational Criminal History Screening Policy. All employees are required to cover the cost of this.
- All employees are to have valid working rights in Australia.
- All employees must utilise Micah Projects systems to facilitate the quality of the organisation's work and services. This includes, but is not limited to, Microsoft Office suite, Quality, Human Resource, Finance, Data, and Case Management Systems.
- Employment in this position is subject to continued funding.
- Employment may involve work or training outside of normal business hours.
- All employees will comply with Workplace Health and Safety legislation as outlined in organisational policy and procedures.
- All employees are required to engage in support and coaching through the organisational performance development system.

Acknowledgement

I have read this Position Description and understand the requirements and responsibilities of this position as part of my employment with Micah Projects

Employees Name _____

Signed _____

Date _____