



## **Home Ageing Services Quality Assurance Officer**

**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 and home ageing, disability, settlement and health, vocation and training services, child care and many more community-based services.

Home Ageing Services Unit of CASS Care Ltd is seeking a meticulous, enthusiastic and highly skilled person to fill the above new position who has desire to ensure the provision of quality home ageing services to clients.

### **Position Summary:**

The appointee of this position is responsible for supporting and ensuring all aspects of our Home Ageing Services are in compliance with the Aged Care Quality 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 services being undertaken by the Unit 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;
- Develop and implement the continuous improvement plan of the Unit;
- Develop and regularly review policies and procedures of the Unit;
- Plan and organise training sessions to raise and enhance the knowledge about compliance of quality requirements by staff members;
- 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.

**Selection Criteria:**

<b>Essential</b>	<b>Desirable</b>
<ul style="list-style-type: none"><li>• Possession of a degree recognised in Australia in 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>• 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 Licence.</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 are as per Enterprise Agreement. Salary packaging is available. Discount child care is 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 June 2021** to: Ms. Vickie Xu, Executive Support Officer/Human Resources Management, CASS Care Ltd, 44-50 Sixth Avenue, Campsie NSW 2194 or via email to [hr@cass.org.au](mailto:hr@cass.org.au).

For enquiries on the position, please call Ms Candy Xie on 0415 529 730.

Only shortlisted applicants for interview will be notified.