



Queensland Aboriginal and Islander Health Council (QAIHC)					
Accreditation Support Officer					
Classification	Staff	Employment	Permanent Full Time	Salary	\$67,626 + superannuation
Benefits	Attractive health promotion charity salary packaging	Reporting to	Manager, Human Resources	Manages Staff	No
Location	Brisbane	Contact	applications@qaihc.com.au	Close	Midnight Sunday 24 th November 2019

The Opportunity

The Queensland Aboriginal and Islander Health Council (QAIHC) is offering an opportunity to join a leadership organisation; in a position where you will work in an inspiring and positive environment to provide sector support, resources and training that will contribute to better Aboriginal and Torres Strait Islander health outcomes.

Organisation Overview

QAIHC is a non-partisan peak organisation representing all Aboriginal and Torres Strait Islander Community Controlled Health Organisations (ATSICCHOs) across Queensland at both state and national level. Our members deliver comprehensive and culturally appropriate, world class primary health care services to their communities.

QAIHC was established in 1990. Our vision is the elimination of disparities in health and well being experienced by Aboriginal and Torres Strait Islander peoples in Queensland. QAIHC contributes to this vision by leading the development of the Aboriginal and Torres Strait Islander Community Controlled Health Sector in Queensland through evidence based, practical public policy solutions.

QAIHC has four key business divisions:

- Sector Development;
- Policy and Research;
- Corporate Services; and
- Commercial.

Policy and Research Division Overview

The Policy and Research business division of QAIHC is responsible for developing high quality public policy, submissions and publications that influence change. Our four policy focus areas (primary health care, health service systems, health funding and health workforce) cover the risks and opportunities that impact on the Aboriginal and Torres Strait Islander Community Controlled Health Sector in Queensland.

This division of QAIHC is also responsible for ensuring that health service leaders in Queensland have an opportunity to contribute directly to the development of public policy and for establishing quality, long term relationships with external partners who want to contribute to the work QAIHC undertakes.

Sector Development Division Overview

The Sector Development business division of QAIHC works closely with the sector to lead and build the organisational capacity and capability of our members. Our four sector development focus areas cover the risks and opportunities that impact on the Aboriginal and Torres Strait Islander Community Controlled Health Sector in Queensland. We develop the sector through leadership development, education, workforce planning, a Continuous Quality Improvement framework (quality standards and quality management) and through the promotion of a socially equitable funding model and system.

Corporate Services Overview

The Corporate Services business division of QAIHC provides high level entity-wide administrative and operational support to all of QAIHC. This support includes financial, facility and information and communication technology (ICT) systems and process management. The Corporate Services business division is responsible for human resource support services, procurement and the marketing and communication functions of QAIHC.

Commercial Overview

The Commercial Services business division of QAIHC consists of the Business Quality Centre (BQC). This entity is the commercial business area of QAIHC. It provides fee-for-service professional financial, human resources, accreditation, communication and marketing and information and communication technology services to a wide range of external customers.

Position Overview

The role of the Accreditation Support Officer is to provide high quality support to the Senior Accreditation Specialist and Human Resources Manager in the areas of Continuous Quality Improvement, Clinical accreditation, ISO standards, WHS legislation and Human Services Quality Framework. The Support Officer is not expected to be an expert in these areas, but to support at an administrative level and develop the skills necessary to follow any of these paths as a career in the future.

The successful applicant would need to show strong commitment to growing the accreditation team, and working with our member services. Meticulous detail is a very important component of the accreditation process, and this along with respect and patience will be the key competencies required.

Key Responsibilities

In this role, you will be required to:

- Support QAIHC and Relevant BQC clients with administrative accreditation and continuous quality improvement related tasks including:
 - Coordination of training;
 - Inbox management;
 - Coordination, completion and filing of internal audits.
- Contribute to the provision of required reports;
- Contribute to document and process maintenance and control;
- Completing audit documentation; and
- Commit to undertaking a Diploma of Quality Auditing, which will be fully supported by QAIHC.

What we are looking for

We will assess your merit for this role by looking at what you've done previously – the leadership, knowledge, skills and experience you've built and your personal qualities. We'll consider how well you can:

- Communicate;
- Operate with attention to detail;
- Work independently and use initiative;
- Use judgement and decision making;

Pre-requisite Skills & Experience

- **This position has been identified - it is an occupational requirement that this position be filled by an Aboriginal or Torres Strait Islander person as permitted and arguable under Section 25 of the Queensland Anti-Discrimination Act 1991.**
- Exceptional relationship skills and an ability to engage with a broad range of stakeholders;
- Advanced communication and interpersonal skills;
- Highly developed writing skills;
- Attention to Detail;

- High level organisation and time management skills;
- A commitment to ongoing professional development; and
- Demonstrated experience of working with Aboriginal and Torres Strait Islander communities and their leaders, respecting traditional culture, values and ways of doing business;

Additional information

- A probationary period of six (6) months will apply to appointees.
- Referee checking will be undertaken and other pre-employment checks may occur prior to any offer of employment.
- Criminal history checks will be undertaken on the preferred applicant(s). A criminal conviction or charge will not automatically exclude an applicant from consideration for appointment. If information is received that may exclude you from further consideration, you will be given an opportunity to respond and your response will be taken into account in the evaluation process.
- The recommended applicant will be required to disclose any serious disciplinary action taken against them.
- Applications will remain current for a period of 12 months after the closing date for receipt of applications for the original vacancy.

Interested in applying?

Roles at QAIHC are based on merit. To enable us to assess your merit, you should apply via email at [**applications@qaihc.com.au**](mailto:applications@qaihc.com.au)

- Include your current resume, including the name and contact details of two (2) referees with a thorough knowledge of your conduct and performance over the last two (2) years
- Provide a short statement (of no more than two (2) pages) demonstrating how you fit '**What we are looking for**' (including how you meet the Key Responsibilities and Pre-requisite Skills & Experience) in this role and outlining what your motivation is to join us.

Applications are required by midnight on Sunday 24th November 2019.