**Quality Officer**

**Location: Maroochydore, Sunshine Coast**

**Workplace option: Hybrid**

**Category: Aged & Disability Support**

**Work type: Full or Part Time**

**Are you passionate about quality, compliance, and creating safer, more effective services? Do you enjoy working across teams to improve systems, support audit processes, and build a culture of continuous improvement? If so, we’d love to hear from you.**

**Your Role**

This role would suit an early career professional who would value on-the-job mentoring with professional development provided.  It offers a strong career development pathway as the company continues to grow and diversify in the health, disability, mental health, and aged care sectors.

The company’s quality and safety management system is already well developed and the company is accredited. This new Quality Officer position will be responsible for managing and maintaining the established management system and recommending changes as required.

The role includes developing policies and procedures, identifying training, and monitoring compliance to ensure adherence to registration, regulatory and accreditation requirements.  This means that the Quality Officer will monitor regulatory changes as they are announced and ensure they are integrated into our policies and procedures to ensure the company is ‘audit-ready’. Working closely with managers, the Quality Officer will also undertake internal audits.

The role contributes to organisational success by promoting a high standard of service delivery, identifying opportunities for improvement, and supporting a culture of continuous improvement.

**About Your Best Life Disability and Health Services Ltd.**

Your Best Life Disability and Health Services Ltd (YBL) is a NDIS-registered, not-for-profit company that provides the integrated and client-oriented services through Allied Health, Mental Health, Independent Living and Plan Management. We have centres in Maroochydore, Nambour, Kawana, Caboolture, Morayfield and Gympie.

We are committed to growing and diversifying to meet the real, expressed needs of NDIS participants and other clients needing services and supports through a personalised approach that puts people before profits.  YBLDHS is leading the development of diverse and inclusive disability support services in the region.  We are client-centred, open to great ideas, innovative, and collaborative.

**What we are looking for**

1. Strong diligence and attention to detail
2. Excellent written and verbal communication skills with ability to create concise, grammatically correct written communications
3. Experience in quality assurance, auditing, compliance, or a similar role within the disability, health or aged care sectors
4. Knowledge, or ability to acquire knowledge, of industry regulations, accreditation standards, and compliance frameworks.  On the job mentoring is provided by the manager.
5. Excellent team player with a customer service approach and positive disposition

**Qualifications/experience**

A degree level qualification in quality, safety, risk management, audit, compliance, health, disability, aged care or related degree is highly desirable.

**Mandatory Requirements**

* NDIS workers screen
* Working with Children Check Bluecard
* Current Driver’s License

**Remuneration**

As a not for profit company with PBI status, we offer attractive Salary Sacrificing up to $15,900 each FBT year as well as an entertainment card, up to four electronic purchases per annum, and novated lease for a new or late model car.

**What you need to know**

If you're interested in this role, email a Cover Letter addressing “What we are looking for” and an up-to-date copy of your resume to corporateservices@ybl.org.au   If you have any queries, please contact Corporate and Commercial Services Manager, Kim Helmore via email on corporateservices@ybl.org.au or call 0409 616 980.

We look forward to hearing from you!