



POSITION DESCRIPTION

JOB TITLE:	Continuous Quality Improvement (CQI) Officer
LOCATION:	Warrnambool, Victoria
TERM:	1.0 FTE, Full time – 24 months
SALARY:	\$90,000 to \$95,000 per annum + SGC
REPORTS TO:	General Manager Corporation Services

THE ORGANISATION

The Eastern Maar Aboriginal Corporation (EMAC) is a Registered Native Title Prescribed Body Corporate (RNTBC) established under the Native Title Act 1993 (Cth) and registered as a corporation under the Corporations (Aboriginal and Torres Strait Islanders) Act 2006 (CATSI Act).

EMAC was established in 2011 following a positive Native Title consent determination by the Federal Court. This determination granted rights over an area known as PART B, spanning from Deen Maar (Lady Julia Percy Island) in the south to Dunkeld in the north. It is shared with the Western Gunditjmarra Native Title Holders, represented by the Gunditj Mirring Traditional Owners Aboriginal Corporation.

In March 2023, a second positive Native Title Determination expanded EMAC's jurisdiction, covering an extended area from Yambuk to Aireys Inlet in the southwest, reaching Middle Creek and Ararat in the north, and returning south to Dunkeld.

Eastern Maar peoples are those descendants, including by adoption, of the following persons:

- King of Port Fairy and Eliza; Old Jack (father of John Dawson); Charlie and Alice (parents of Albert Austin); Samuel Robinson and Mary Caramut; Lizzie (mother of Frank Clarke); Robert and Lucy (parents of Alice Dixon); Barney Minimalk; Nellie Whiturboin; Louisa (mother of William Rawlings) and Richard Sharp;

and who:

- either identify as being from the eastern domain of the Maar-speaking people and are recognised as being from the eastern domain by the Eastern Maar people;
- or otherwise identify as Maar, Gunditjmarra, Tjap Wurrung, Peek Whurrung, Keeray Wooroong (Kirrae Whurrung), Kuurn Kopan Noot, Yarro Waetch (Tooram Tribe), Djargurd Wurrung, Gulidjan and/or Gadubanud and are recognised as being from the eastern domain by the Eastern Maar people.

EMAC is a formally recognized Registered Aboriginal Party (RAP) responsible for protecting and managing cultural heritage. The RAP boundaries extend beyond the Native Title-recognized boundaries, including Winchelsea in the east and reaching the furthest point of Landsborough in the north.

As the representative body, EMAC advocates for the collective group, advancing their native title rights, protecting cultural heritage (notably through the Victorian Registered Aboriginal Party regime), providing policy advice, and leading key initiatives aligned with the rights, aspirations, and assertions of the EMAC community. They actively strive to enhance the cultural and economic capacity and independence of Eastern Maar citizens by pursuing and implementing their economic and social aspirations.



PURPOSE OF THIS POSITION

The Continuous Quality Improvement (CQI) Officer is a pivotal role responsible for championing a strong culture of continuous improvement while implementing and monitoring quality assurance programs, compliance, and innovation within the corporation across all operational functional areas. This position is instrumental in enhancing operational efficiency, elevating quality standards, ensuring adherence to relevant regulations and standards, and finding opportunities to innovate where possible within the constraints of government-funded programs.

The CQI Officer plays a pivotal role in contributing to the EMAC's success by ensuring the development and maintenance of effective systems, policies, and practices. This role is dedicated to promoting quality assurance, continuous improvement, and compliance throughout the corporation. The CQI Officer is responsible for meticulously evaluating and enhancing EMAC's operational processes, policies, and systems to drive efficiency, effectiveness, and overall excellence. A key priority task of the role is designing and implementing a culture of improvement including re-engineering and change through reviewing and writing policies and procedures that support EMAC's functions as a Registered Aboriginal Party (RAP).

In addition, the role will not only assess Corporation processes and systems to ensure compliance with legislative, regulatory, and contractual obligations, as well as the maintenance of service and quality standards but also actively assure EMAC's leadership group through routine reporting on the progress made through a quality improvement register.

KEY ROLES AND RESPONSIBILITIES

Policy Innovation and Development: Analyse data and information to identify key policy needs and actively engage and encourage open conversation, feedback and action in the development, review, and implementation of policies and procedures. Ensure alignment with industry best practices, regulatory requirements and Eastern Maar Values while fostering a culture of innovation that explores opportunities beyond compliance and minimum standards to enhance our policies and procedures for the benefit of our community that we represent. Ensure policies are accessible and a system is in place for variation control.

Policy Implementation Support: Collaborate with team members and external stakeholders to facilitate effective communication and support the implementation of policies. Provide support in conveying policy requirements and ensuring clear communication channels, aligning with our corporations values and objectives.

Quality Assurance: develop and sustain quality assurance standards and processes that reflect Eastern Maar's internal best practices, potentially incorporating elements from external codes and legislation where applicable. Monitor adherence to these uniquely tailored benchmarks within the corporation and aid management in ensuring these standards are uniformly maintained across all levels of the organisation.

Process Analysis and Improvement: In conjunction with divisional branch team members, analyse existing business processes, identify areas for improvement, and develop and implement (prioritised) process improvement initiatives.

Continuous Improvement: Drive a culture of continuous improvement by identifying opportunities for efficiency gains and quality enhancements, and leading or participating in improvement projects.

Data Analysis: Collect, analyse, and interpret data to identify trends, areas for improvement, and opportunities for cost reduction.



Compliance Management and Risk Mitigation: In conjunction with divisional branch team members proactively identify and assist in addressing potential operational risks and develop/recommend strategies for mitigation. Ensure that the corporation complies with relevant laws, regulations, and industry standards, and implement corrective actions when necessary.

Continuous Improvement Audits: Conduct internal audits, utilizing various avenues of enquiry such as data points or interviews, to drive continuous improvement by evaluating and enhancing operational processes and procedures.

Documentation and Reporting: Maintain accurate records, documentation, and reports related to quality, compliance, and process improvement initiatives.

Project Management: Plan, execute, and manage improvement projects, including setting objectives, timelines, and resource allocation. Participate and contribute to reviews of progress, outcomes and future improvements.

Feedback Collection: Ensure programs and services are gaining feedback to enable the identification of areas for improvement and assess the effectiveness of implemented changes. Engage with community members, leaders, and external partners to gather insights and perspectives.

Performance Metrics: Develop and track key performance indicators (KPIs) and Key Results Areas (KRAs) to measure the success of quality and process improvement initiatives.

Collaboration: Work collaboratively with various program areas and engage teams to understand their specific needs and requirements and align quality, compliance, and improvement efforts with our goals. Share information and learning across teams.

Reporting on CQI Initiatives: Regularly update leadership on the status and progress of Continuous Quality Improvement (CQI) initiatives, including the implementation of quality improvement plans and their impact on organisational excellence.

Research: Conduct thorough research to stay up to date on relevant legal requirements, and industry standards. Research and analyse information, identify interrelationships, and make recommendations based on relevant evidence.

KEY SELECTION CRITERIA

ESSENTIAL

- Experience and Qualifications: Possess experience in research, policy analysis/writing, and/or relevant tertiary qualifications (e.g., public policy, or related fields).
- Effective Communication: Exhibit excellent interpersonal and communication skills, enabling effective engagement with diverse stakeholders, including community members and leaders
- Research Proficiency: Display strong research capabilities, including the ability to analyze complex information and provide well-founded policy recommendations.
- Write fluently in a range of styles and formats.
- Clearly explain complex concepts and arguments to individuals and groups.
- Display resilience and courage and balance conflicting priorities in a high-pressure operational environment.

DESIRABLE

- Regulatory Framework Knowledge: Demonstrate an understanding of the regulatory framework within which EMAC operates.
- Cultural and Community Connection: Possess knowledge of Eastern Maar people, Country, culture, values, aspirations, and customs. Additionally, have experience working closely with the Eastern Maar people, community, and key organisations and stakeholder groups.



- Stakeholder Management: Exhibit experience and the ability to collaboratively manage relationships sensitively and effectively with a diverse stakeholder group, including management, Aboriginal organisations, Aboriginal community members, and Government bodies.

OTHER POSITION REQUIREMENTS

Offers of employment can only be made once all required probity checks have been completed. These include:

- reference checks.
- The appointment of the successful applicant will be made subject to a satisfactory national police history check. A clear Police Check must be conducted within the last three months.
- Acceptable evidence of their proof of immunisation/vaccination status.
- The incumbent requires the ability to travel regularly for work-related purposes. A current Victorian driver's licence is essential.
- Proficiency in the use of computer and telecommunications technology.
- ***A request to conduct probity checks does not guarantee that an offer of employment will be made.***

WORKING FOR EASTERN MAAR ABORIGINAL CORPORATION

What sets us apart...

- Flexible hybrid working arrangements available.
- Salary Packaging benefits
- Paid Christmas break in addition to 4 weeks annual leave
- Employee Assistance Program
- A friendly and supportive culture
- Professional Development Opportunities

HOW TO APPLY

To apply please include in your application a CV/resume and cover letter that addresses why you are the best candidate for this position and how your background, experience and skills align with the Key Selection Criteria.

Please ensure your full name is on all attachments and email your application to Bansri Dave, bansri.dave@easternmaar.com.au

Closing date for applications: COB 25 August 2024

If you have any queries about the role, please email bansri.dave@easternmaar.com.au

Appointment of the successful applicant will be made subject to a satisfactory national police history check.

Aboriginal and Torres Strait Islander people are encouraged to apply, but this is not a designated/identified Aboriginal and Torres Strait Islander appointment.