



Position Title: Quality Assurance Consultant

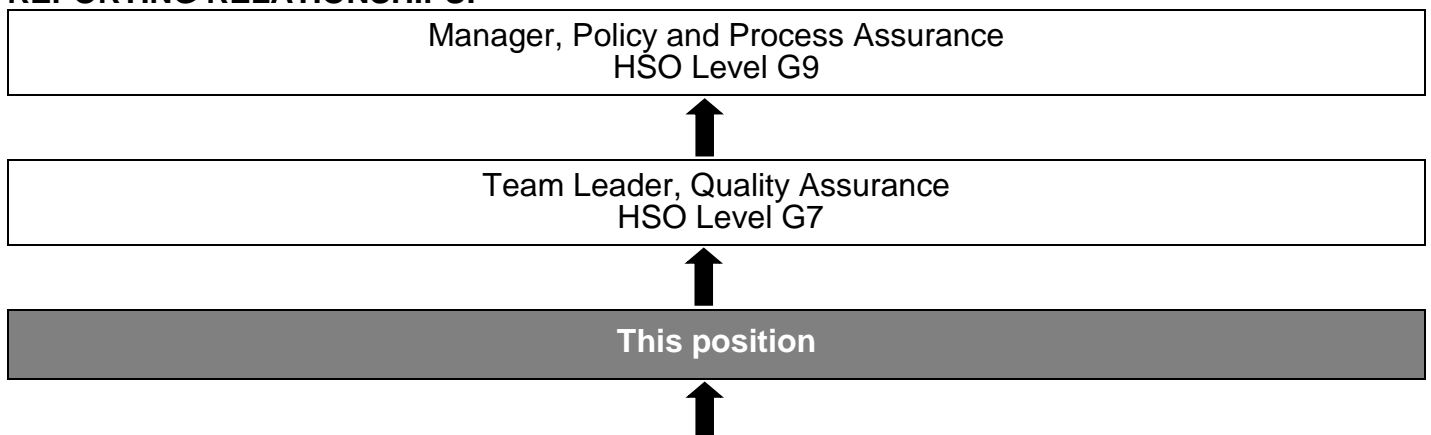
Classification	HSO Level G5
Employment Instrument	Health Salaried Officers Agreement
Organisation	Health Support Services
Business Unit	Workforce and Organisational Development
Function	Assurance and Knowledge Management
Location	Perth Metropolitan Area

KEY ROLE STATEMENT

As part of the Health Support Services' (HSS) Workforce and Organisational Development Assurance and Knowledge Management (AKM) function, the Quality Assurance Consultant is responsible for providing a highly responsive customer focussed quality assurance and improvement service by:

- Providing an independent and objective focus on quality assurance (QA) and performance improvements to ensure transactional processing completed by Payroll Services (PS) and Employee Services (ES) meets and exceeds quality and compliance standards;
- Operating within appropriate reporting and accountability frameworks to undertake QA integrity checks and control activities that monitor quality and consistency of PS and ES transactional processes that assess data quality, errors, and compliance
- Undertaking analysis to identify and provide meaningful insights that outline findings, effectiveness, trends and recommend remediation solutions to address quality improvement across PS and ES teams, supporting a culture of continuous quality improvement; and
- Liaising with data and reporting specialists within W&OD to review findings, identify achievements, areas of underperformance and recommending strategies to improve performance, drive continuous improvements and inform decision making.

REPORTING RELATIONSHIPS:



Directly reporting to this position:

Title

Classification

FTE

Nil

ORGANISATIONAL CONTEXT:

Health Support Services (HSS) is the shared service centre for the WA public health system. We provide a suite of services to more than 50,000 employees across WA's public health services and hospitals. Our services include:

- Information, communication and technology services (ICT)
- Procurement and supply
- Workforce services, including payroll, recruitment and appointment and workforce data
- Financial services
- Delivery of customer-driven programs and projects

Our vision is to provide great services to our customers, be known as a valued partner, and support the health of all Western Australians. We seek to achieve this by delivering on our purpose of supporting our customers to provide excellent health care.

Whether you work in our corporate offices, at our customer sites, or out at our warehouses – collectively, our focus is on providing simple, reliable, responsive and sustainable services.

We are a workforce of over 1,200 innovative, dedicated and enthusiastic people. We embrace diversity and believe that our best services come from a workplace where varied perspectives and experiences are welcomed and encouraged.

We are undergoing a major business transformation to establish HSS as a modern shared services organisation and we're seeking the right people to grow our team.

It is an exciting time in the health sector and a defining period for HSS.

HSS VALUES



We put our customers at the heart of what we do



We value and care for each other



We promise, we own, we do



We will find a way



We make a difference together

Our values guide our behaviours and the way we interact with our customers and each other.

BUSINESS UNIT ROLE:

Workforce and Organisational Development (W&OD) shapes and directs HSS culture, ensuring it is aligned with our purpose, values, objectives and strategic direction, delivering value for money, customer-focused services that meet client expectations and continuously improve. W&OD also provides human resource (HR) and industrial relations (IR) functions for HSS.

W&OD delivers its services through four functions:

Payroll Services ensures WA health system employees are paid accurately and on time and includes services such as payroll advice, assistance processing leave, taxation, superannuation and workers compensation payments.

Employee Services delivers end to end recruitment and appointment services and supports customers across the WA health system with establishing organisational structures and providing workforce data analytics and reporting. The function manages NurseWest which provides centralised casual nursing and midwifery pools to fill temporary nursing shifts in public hospitals.

Assurance and Knowledge Management ensures services provided by Employee and Payroll Services meet quality, legal and compliance standards. This function also implements strategies that build organisational capability such as knowledge management, education and training and fosters a culture of continuous improvement.

HR and Capability provides the day-to-day HR management, organisational development, industrial relations and occupational safety and health for HSS. This function leads the implementation of the organisation's culture strategy and provides HSS leaders and employees with HR consultancy, strategic workforce planning, performance management and capability development services.

POSITION RESPONSIBILITIES:

HSS Participation (Self):

- Maintains the HSS "Think Customer First" culture and demonstrate a constant approach to the organisation, values and behaviours.
- Contributes effectively to business improvement and change management activities.
- Undertakes all duties in accordance with the WA health system's Code of Conduct, WA Public Sector Code of Ethics, Occupational Safety and Health and Equal Employment requirements, and other relevant legislation.
- Proactively contribute in maintaining the HSS Occupational Safety and Health Management (OHS) Framework.
- Takes personal accountability of own performance, and participates in all performance development activities.
- Collaboratively engages with team members, encouraging discussion whilst harnessing different viewpoints creating positive outcomes for key stakeholders.

Role Specific Responsibilities and Key Outcomes:

This role is responsible for working in partnership with Employee Services (ES) and Payroll Services (PS) to provide a highly responsive customer focused independent and objective focus on quality assurance (QA) and process improvements that meet customer needs and performance expectations, which will require you to:

- Provide a highly responsive customer focused service by understanding the customers' needs, providing advice and guidance, being proactive, offering solutions and resolving any queries;
- Conduct highly responsive customer focussed QA and perform improvement activities, in line with the QA plan, to ensure transactional processing completed by ES and PS meets, and exceeds, quality and compliance standards;
- Undertake QA checks and control activities on ES and PS transactional processes to assess data quality, errors and compliance;
- Undertaking analysis to identify and provide meaningful insights that outline findings, effectiveness, trends and recommend remediation solutions to address quality improvement across PS and ES teams, supporting a culture of continuous and quality improvement; and

- Monitor progress, working in partnership with ES and PS teams, to ensure remediation actions have been implemented and expected outcomes are achieved, escalate issues where relevant;
- Monitor continued improvement in quality and compliance of transactional activities by measuring ongoing progress against baselines, in partnership with ES and PS's operational teams;
- Monitor changes/updates in legislation, policies and procedures and undertake an impact assessment to determine if updates/changes to systems, processes, documentation and/or resources are required;
- Contribute to, and maintain quality assurance systems, resources and tools that improve work processes and efficiencies, customer confidence and provide optimal service delivery;
- Actively liaise with:
 - Respective data and reporting specialists within W&OD to review findings, identify achievements, area of underperformance and support a culture of continuous improvement by recommending strategies to improve performance, drive continuous improvements and inform decision making.
 - ES and PS, AKM and other areas of HSS to ensure QA processes and measures of quality are consistently applied and comply with HSS' strategic direction, regulatory and policy frameworks, service level agreements, KPIs, industrial instruments and legislative and statutory requirements;
 - AKM's Knowledge Management Consultants to ensure documentation is reviewed and maintained and assist with process reviews and updates as required; and
 - AKM's Training and Education Consultants to identify training needs and deliver training as required.
- Review and monitor changes to systems, legislation, policies and procedures and assess impacts and recommend and implement changes as required;
- Undertake user acceptance testing and provide subject matter expertise for system implementations, upgrades and/or enhancements, as required;
- Contribute to the development and review of policies and procedures;
- monitor and report on key activities and workload;
- Contribute to the development and implementation of ES and PS projects and initiatives including identifying opportunities for improvements and proposing solutions; and
- Other duties as required.

SELECTION CRITERIA:

ESSENTIAL CRITERIA:

1. Demonstrated commitment and ability to deliver a responsive customer focused service with a personal commitment to continually achieving a high level of customer satisfaction.
2. Demonstrated knowledge and experience in the delivery of quality assurance principles, practices, and the practical application of these in the context of a continuous improvement program
3. Demonstrated well developed conceptual and analytical skills with ability to effectively solve problems.
4. Well-developed communication and interpersonal skills with the ability to develop and manage collaborative relationships and liaise effectively with internal and external customers and articulate findings/results in a clear and concise manner.
5. Demonstrated organisational skills with the ability to work accurately and with a high level of attention to detail.

DESIRABLE CRITERIA:

1. Demonstrated knowledge and experience in Employment and Payroll Services and interpreting relevant terms of employment entitlements as per Industrial Agreements and legislation.
2. Current knowledge of legislative and regulatory frameworks for data confidentiality and privacy and how the underlying legislative obligations impact on the organisation's employment and service delivery.
3. Current knowledge of legislative obligations for Equal Opportunity, Disability Services and Occupational Safety & Health, and how these impact on employment and service delivery.

APPOINTMENT FACTORS

Appointment is subject to:

- Completion of 100 point identification check
- Successful Criminal Record Screening Clearance
- Successful Pre-Employment Integrity Check
- Pre-Employment Health Assessment

The details contained in this document are an accurate statement of the deliverables and other requirements of the job.

Version control	Description	CRC Approval Date	Registered Date
Vs 1.1	JDF Amended	31/03/2023	31/03/2023