



MHACA

Mental Health Association of Central Australia

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POSITION: Quality Officer
SALARY LEVEL: \$98 351.05 - \$102 801.60 pro rata (MHACA EBA/SCHADS Level 5) + 11.5% super
POSITION HOURS: 4 days - 30.4hrs a week. Possibility for full time. Fixed term contract until 30.06.2026.
Possibility to extend depending on funding.
TEAM: Corporate Services
REPORTING TO: Quality Manager
LOCATION: Alice Springs, onsite at MHACA
POSITION REVIEWED: April 2025

ABOUT MHACA

We are a leading Northern Territory community-managed organisation offering psychosocial support services, NDIS services, suicide prevention training and health promotion initiatives aimed at enhancing the mental health and wellbeing of people living in Central Australia. We specialise in psychosocial recovery and mental health promotion with a strong community presence and reputation.

OUR VALUES

BELONGING: Connection - Relationships - Community - Collaboration

HOPE: Optimistic - Courage - Goals - Change

RESPECT: Listen - Kindness - Fairness - Inclusive

HONESTY: Trust - Integrity - Transparent - Accountable

ABOUT THE ROLE

ROLE DESCRIPTION	<ul style="list-style-type: none">• The Quality Officer will support MHACA's organisational compliance in the areas of risk, Work Health and Safety and internal audits.• This role will monitor and deliver activities in organisational plans including the Quality Improvement Plan, Work Health and Safety Plan, Risk Management Plan, Internal Audit Plan and Learning and Development Framework.• The Quality Officer role will utilise MHACA's compliance software system Folio to digitise and improve organisational processes.• The Quality Officer will assist with MHACA's accreditation processes and policy and procedure reviews.
TEAM DESCRIPTION	<ul style="list-style-type: none">• The Corporate Services team facilitates MHACA's operations by managing administrative tasks, HR functions, IT systems, legal compliance, finance, NDIS billing and procurement.• They ensure smooth day-to-day operations, maintain organisational efficiency and support effective customer relationships through MHACA's reception.

Mental Health Matters

RESPONSIBILITIES

ROLE RESPONSIBILITIES	<ul style="list-style-type: none"> • Work with the Quality Manager and Quality Committee to meet accreditation requirements and implement any corrective actions across the organisation. • Provide administrative support to the Quality Committee. • Support Work Health and Safety Compliance through workplace inspections, first aid management, hazardous chemical management, electrical compliance, WHS staff and contractor inductions. • Provide administrative support to the WHS Committee and contribute to the successful delivery of WHS initiatives. • Implement actions from organisational plans including Quality Improvement Plan, Risk Management Plan, WHS Plan and Internal Audit Plan. • Utilise the Folio compliance platform to maintain staff credentials as per the Learning and Development Framework. • Support the digitisation of forms and checklists into Folio. • Assist with the review of organisational policies and procedures.
GENERAL RESPONSIBILITIES	<ul style="list-style-type: none"> • Work in accordance with MHACA's strategic direction and uphold our values. • Work directly with and advocate for the interests of MHACA participants, some who have complex histories and behaviours. • Undertake professional development in line with MHACA's Learning and Development Framework. • Represent and promote MHACA in the wider community. • Any other duties which may reasonably be expected in relation to the role.
WORK, HEALTH & SAFETY QUALITY ASSURANCE	<ul style="list-style-type: none"> • Be a member of MHACA's Quality Committee and Work Health Safety Committee. • Work in accordance with the WHS Act, National Standards, Regulations, MHACA Frameworks of Practices, MHACA Policies and Procedures. • Actively participate in the organisation's quality, safety and risk management systems. • Identify and report hazards and risks and engage in organisational WHS activities. • Take reasonable care for your own health and safety and for the health and safety of anyone else who may be affected by your acts and omissions in the workplace. • This role is based in an office environment and requires sitting and standing for extended periods of time. Some manual handling of items under 10kg may be required.
VALUES & BEHAVIOURS	<ul style="list-style-type: none"> • Conduct all work in line with MHACA values which are: BELONGING: Connection - Relationships - Community - Collaboration HOPE: Optimistic - Courage - Goals - Change RESPECT: Listen - Kindness - Fairness - Inclusive HONESTY: Trust - Integrity - Transparent – Accountable • Adhere to and apply strict confidentiality practices and guidelines to all participant, staff and organisational sensitive information.

SELECTION CRITERIA (QUALIFICATIONS & ATTRIBUTES)

ESSENTIAL	<ul style="list-style-type: none">• Qualifications in Work Health and Safety, Quality Assurance and/or commensurate work experience in similar areas.• Demonstrated ability to interpret and apply WHS legislation and Australian standards.• Demonstrated experience in implementation of organisational plans.• Excellent communication, time management and organisational skills.• Experience with policy and procedure development and reviews.• Ability to work within a team environment and independently.• Experience in working in a cross-cultural setting or a demonstrated understanding of the principles of cultural safety and cultural competence.• Proficient in using Microsoft Office (Excel, outlook, word, power point, etc) and demonstrated experience working with software systems.• Hold a Current NT Driver's License.
DESIREABLE	<ul style="list-style-type: none">• An understanding of NDIS compliance and accreditation processes• An awareness of the key issues faced by people living with mental health challenges.

EMPLOYMENT BENEFITS

- Competitive, above award wage salary + super
- Generous salary packaging
- 6 weeks' annual leave and leave loading
- 11 days of personal leave
- Annual Wellbeing Allowance of \$400

APPOINTMENT CONDITIONS

- Employment with MHACA is conditional on providing or being able to obtain prior to commencement of employment; a current NT Driver's License, a Satisfactory Criminal History Check, a NDIS Worker Clearance and Ochre Card if required.
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Position Description Authorised



Chief Executive Officer (April 2025)

TO APPLY

Please send a copy of your resume with a cover letter addressing the selection criteria to hr@mhaca.org.au

ACKNOWLEDGEMENT

I have received a copy of the Position Description and have read and understand its contents:

----- Employee Name (please print)	----- Employee Signature	----- Date
----- Supervisor Name (please print)	----- Supervisor Signature	----- Date