



## POSITION DESCRIPTION

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### **Mission**

*To support people with intellectual disabilities to lead a life of their choosing, with meaningful participation in their community.*

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<b>TITLE:</b>	<b>Quality Administrator</b>
<b>SERVICE AREA:</b>	Corporate Services
<b>REPORTS TO:</b>	Practice Lead – Quality (& CEO where required)
<b>AWARD AND GRADE:</b>	Social, Community, Home Care & Disability Services Industry Award (SCHADS) 2010  Level 2.4
<b>LIAISON:</b>	<b>Internal:</b> CEO, CSO, Service Managers, PCL, Administration teams, Practice Lead – Quality, frontline team members  <b>External:</b> NDIS Commission, Auditors, software/system providers where required
<b>REVIEWED BY:</b>	CEO
<b>DATE LAST REVIEWED:</b>	May 2026

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Alkira is a community sector organisation providing a range of services and supports for adults with an intellectual disability and their families in the Eastern Metropolitan region of Melbourne.

Alkira's service philosophy is based on recognising, fostering and celebrating each person's individuality which in turn informs the way that supports are provided; their capacity and participation in community life with all the associated rights and responsibilities. The social justice and human rights principles of access and equity strongly underpin the values and actions of the organisation.

All employees have a responsibility for contributing to:

- The multi-disciplinary teamwork of the organisation;
- Ensuring supports are provided to participants in consultation with their families;
- A process of continuous quality improvement throughout the organisation;
- The maintenance of organisational standards stated in the 'Code of Conduct' and legislative requirements regarding privacy, confidentiality and occupational health and safety.

## POSITION PURPOSE

The Administrator – Quality provides coordination and administrative support to Alkira’s quality, compliance and governance systems.

The role is responsible for maintaining registers, supporting audit readiness, coordinating document control processes, producing routine reports and assisting team members to meet incident and compliance documentation requirements. The role contributes to organisational compliance and consistency by ensuring systems, records and reporting obligations are maintained accurately and efficiently.

This is a coordination and systems support role. It is not responsible for operational management of incidents, service quality decision-making, or practice leadership.

### Key Areas of Accountability:

1. Compliance administration and registers;
2. Incident and reporting system/information coordination;
3. Audit and document control support;
4. Reporting and data administration; and
5. Administrative support to governance and quality systems.

Key Accountabilities	Key Performance Indicators
1. Compliance administration and registers	<ul style="list-style-type: none"><li>• Compliance registers are maintained accurately and up to date.</li><li>• Required reporting deadlines are met.</li><li>• Records and documentation are stored consistently and can be readily retrieved.</li></ul>
2. Incident and reporting system/information coordination	<ul style="list-style-type: none"><li>• Support team members to use incident management systems and templates correctly.</li><li>• Monitor completeness of incident documentation and follow up outstanding administrative actions.</li><li>• Escalate system or documentation issues appropriately.</li></ul>
3. Audit and document control support	<ul style="list-style-type: none"><li>• Audit evidence and documentation are coordinated efficiently.</li><li>• Policy and procedure version control is maintained.</li><li>• Organisational documents remain current and accessible</li></ul>
4. Reporting and data administration	<ul style="list-style-type: none"><li>• Routine compliance and quality reports are prepared accurately and within agreed timeframes.</li><li>• Data integrity is maintained across systems.</li><li>• Information is presented in a clear and usable format</li></ul>
5. Administrative support to governance and quality systems	<ul style="list-style-type: none"><li>• Contribute to improvements in administrative systems, templates and workflows.</li><li>• Identify duplication or inefficiencies and escalate opportunities for streamlining</li></ul>

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6. Other
- Any other reasonable duties as requested by CEO or Quality – Lead
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## KEY SELECTION CRITERIA

Selection will be based on the skills, knowledge, past performance and personal attributes that are required for achieving the key accountabilities listed above. Demonstrated alignment with the organisation's values and the potential for future development will also be considered.

### Qualifications and Experience

- Experience in administrative, compliance or coordination roles.
- Experience maintaining accurate records, registers and documentation systems.
- Experience working with databases, reporting systems or client management systems.
- Experience supporting audits, compliance processes or reporting activities.
- Experience working in a community services, disability or health environment (desirable).

### Skills & Knowledge

- Proficiency in Microsoft 365 Office Suite and relevant business systems.
- Strong administrative and organisational skills.
- Ability to maintain accurate and confidential records.
- Strong written communication and attention to detail.
- Ability to manage competing priorities and deadlines.
- Basic understanding of incident management and compliance processes.

### Personal Attributes

- High attention to detail and accuracy.
- Flexible, dependable and approachable.
- High accountability and integrity.
- Ability to work collaboratively across teams.
- Positive, solutions-focused attitude.
- Calm and organised under pressure.
- Commitment to continuous improvement.

### Inherent Requirements of the Role

#### The successful applicant must:

Hold or be willing to undertake/provide the following checks and supporting evidence (at the individual's expense), with an ongoing offer of employment being subject to a satisfactory result or provision;

- NDIS Worker Screening Check and Working with Children Check;
- International Police check (if necessary/required);
- Evidence of Australian Working Visa (if relevant);
- Current Victorian Driver's License

#### OH&S

- Comply with all Alkira OH&S policies.

**Training**

- It is an inherent requirement of your role to attend training identified as mandatory by Alkira.