



# Job Pack

## APS4 Operations Support Officer



Classification	APS4
Job Title:	Operations Support Officer
Group:	Quality Assessment and Monitoring Group
Office Locations:	Sydney (Parramatta) NSW, Hobart TAS, Canberra ACT, Brisbane QLD, Perth WA, Melbourne (Box Hill) VIC, Adelaide SA
Salary Range:	\$74,501-\$78,720
Status:	Ongoing and Non-Ongoing
Employment Type:	Full-time
Reporting To:	Senior Operations Officer (APS 6)
Positions:	Several

### Our role

We are the national end-to-end regulator of aged care services and are focused on delivering a world class sector that safeguards the welfare and rights of consumers. We are invested in engagement and education to:

- build confidence and trust in aged care
- empower consumers
- support providers to comply with quality standards
- promote best practice service provision.

### Our responsibilities

We are also responsible for:

- granting approval for providers to deliver aged care services
- administering the Serious Incidents Response Scheme
- reducing the use of restrictive practices.

We independently accredit, assess and monitor aged care services subsidised by the Australian Government, conduct home care investigations and determine provider compliance including whether any requirements or sanctions need to be imposed. We also resolve complaints about services.



## The opportunity

There are multiple teams within the Quality Assessment and Monitoring Group (QAMG) that support the delivery of the Commission's quality assessment and monitoring activities. Within those teams there are several APS4 Operations Support Officers.

The successful candidate will be required to provide efficient generalist operational support with an opportunity to be involved across the multiple QAMG Operations areas.

The APS4 Operations Support Officer within QAMG contribute the following:

- Undertake operations support as directed in accordance with operational guidelines.
- Contribute to appropriate systems, procedures, and controls to enhance the accuracy, timeliness and presentation of workflow and tasks within the group.
- Undertake a range of general administrative activities which could include but is not limited to, diary and email management, managing correspondence, organising travel arrangements, organising and minuting meetings and providing the secretarial and administration needs of the unit.
- Work constructively with key internal and external stakeholders and provide support to other operational staff to do so.
- Participate in project work and operational initiatives to support

achievement of Commission priorities.

- Other duties as required.

## Our ideal candidate

Our ideal candidate will have demonstrated experience in:

- Experience in administration and/or project/service delivery roles which have required working within an identified framework to deliver outcomes.
- Good generalist skills in communication and interpersonal interactions, both written and verbal.
- Demonstrated ability to effectively manage interpersonal relationships with respect and communicate with influence with internal and external stakeholders.
- Demonstrated organisation and time management skills working under pressure.
- Intermediate to advanced skills in MS Office Word and Excel.
- Ability to work both independently and productively as part of a team.
- Undertake effective representative of the organisation, acting professionally (including adhering to APS Values & Code of Conduct) and operating within the boundaries of organisational processes and legal and public policy directions.





## What does employment at the Commission offer?

Roles at the Commission provide the opportunity to contribute to building a world's best practice regulator of aged care services. We have a highly skilled staff of complaints officers, compliance officers, quality assessors, general administration officers, ICT developers, educators, executives, finance and human resources officers.

We operate in an environment where community consultation and teamwork skills are highly valued, and where staff members have a range of opportunities to extend their capabilities.

Employees at the Commission join one of Australia's biggest employers, the Australian Public Service (APS), and enjoy the benefits of these conditions. We also share the values and commitments of APS, including impartiality, commitment to service, accountability, respect, fostering a workplace culture that builds respect, fosters inclusiveness, and promotes diversity.

Generous employment conditions, underpinned by our enterprise agreement, are offered.

### Competitive salaries, super and allowances

- competitive salaries across levels
- 15.4% employer contribution to Superannuation
- salary bands that recognise the skills of clinical and legal specialists
- allowances for workplace responsibilities

such as first aid and harassment contact officers

- salary packaging

### Generous leave conditions

- Annual leave – 4 weeks per year
- Paid personal/carers leave – 18 days per year
- Parental and maternity leave
- Leave to support staff experiencing domestic violence
- Cultural leave for Aboriginal and/or Torres Strait Islander staff
- Community service leave for volunteer emergency management activities and jury duty
- Annual close between Christmas and New Year's days and early stand down before Good Friday

### A workplace focused on employee health and wellbeing

- Flexible working arrangements including flex time, part-time work options, and additional purchased leave
- Active support in balancing work and personal life through a generous application of work from home arrangements for all staff
- Free influenza vaccines for all staff

### A focus on learning and development to support a capable and flexible workforce

The Aged Care Quality and Safety Commission is committed to continuous improvement and providing mobility opportunities to support the development of transferable skills and capabilities across the Commission.

- Individual development plans
- Access to study assistance





- e-learning and online learning resources
- On the job training and coaching for specialist roles
- Delivery of accredited training for the registration and development of Quality Assessors
- Mobility opportunities across the Commission to support the development of transferable skills and capabilities

## Eligibility

To be eligible for these positions you must be an Australian citizen.

Successful candidates will be:

- assessed through our pre-employment screening checks, such as an Australian Criminal History Check.

## Apply

Submit an online application through Commission Careers by **11:59pm AEDT on Sunday, 11 February 2024**.

As part of your application, you will need to provide:

- Your resume (normally three pages maximum)
- A 'one page pitch' telling us how your skills, knowledge, experience, and qualifications make you the best person for the job and to perform at the relevant classification level.

You are encouraged to refer to 'The Opportunity' and 'Our Ideal Candidate' sections of this position, and the APSC's **Cracking the Code** to assist you in drafting your one page pitch.

## Contact

For further information, please contact the QAM Executive Support, Governance and Workplace Planning Team at **[QAM.workforceplanning@agedcarequality.gov.au](mailto:QAM.workforceplanning@agedcarequality.gov.au)**.

Please contact our recruitment team on **(02) 9633 3262** or **[recruitment@agedcarequality.gov.au](mailto:recruitment@agedcarequality.gov.au)** for assistance with accessing our website or with lodging your application.

## Notes

The Commission recognises the richness of Aboriginal and Torres Strait Islander cultures, and the unique knowledge Aboriginal and Torres Strait Islander employees bring to our workplace, policy development and service delivery. We welcome and actively encourage applications from Aboriginal and Torres Strait Islander people in line with our commitments in our Reconciliation Action Plan.

