



Service Auditor

Position description

Position title	Service Auditor
Status	Fixed-Term 12 Months: Full-Time (negotiable for right candidate)
Location	Statewide
Reporting to	Manager Quality Risk and Audit
Date approved	March 2025 PD88

Working environment

Code of conduct

All employees must abide by the Organisational Code of Conduct and the NDIS Code of Conduct.

Work health and safety

As an employee, you must be aware of and comply with the requirements of the relevant Workplace Health and Safety legislation and associated regulations. This includes taking responsibility for your own health and safety and that of others in the workplace and complying with the Organisations work health and safety policies and procedures.

Performance review

Performance reviews will be conducted using the organisation's Performance Management Process.

Position summary

This position forms part of the Quality Risk and Audit Team. Members of this team work collegially with other members of the Management Team and across the organisation to ensure the provision of high-quality and efficient services.

This role requires key organisational and service skills which include being proactive, responding quickly to identified issues, managing all stakeholders (internal and external) effectively and being able to effectively communicate and build confidence in Multicap Tasmania as an organisation. The preferred candidate will be required to develop, implement, monitor, and report on Operational Plans for their assigned responsibilities,

and do this within a detailed understanding of contemporary service delivery within a person-centred services environment and NDIS Quality and Safeguarding Framework.

The Service Auditor will work across all aspects of Multicap Tasmania, including Service Delivery and Corporate Functions (People & Culture, Finance, Client Intake etc) to deliver a high-quality audit function. Specifically, they will

- Work collaboratively onsite with teams and other colleagues to conduct checks, audits and analyse of qualitative and quantitative data to determine compliance with the NDIS Practice Standards
- Support and contribute to the development and continuous improvement of the quality, risk, and compliance systems across the organisation.
- Act as a point of contact for providing internal guidance and expert advice relating to the NDIS Quality and Safeguarding Framework and NDIS Practice Standards.
- Ensure compliance of our regulatory requirements within the Practice Standards and the NDIS Quality & Safeguarding framework.

Service objectives

To provide clients with high-quality support that addresses individual needs and enhanced independence, abilities, community participation and/or quality of life. The employee is expected to operate with:

- A high level of commitment
- Efficient follow-through of any tasks until completion or as otherwise agreed with by the site coordinator or delegated staff
- Consideration, understanding and respect for clients and their families
- An understanding of the need for consultation, where relevant, and in collaboration with colleagues, managers, external partners and other staff
- An appreciation of the necessity to use initiative and find positive solutions in response to identified needs

Level of responsibility

This position reports to and works under the direction of the Manager Quality Risk and Audit. The position will be required to work independently as well as a member of the team within clearly defined organisational procedures.

Key tasks and duties (including Key Performance Indicators)

The key responsibilities may be modified from time to time to ensure that outcomes are coordinated within Multicap Tasmania's Operational Plans. The key duties of the role are to remain flexible and subject to review,

as the organisation develops, and business systems and processes mature. The key responsibilities of the role shall include:

1. Proactive Auditing

- Maintain an internal audit schedule covering all NDIS Practice Standards.
 - Develop an Enterprise-wide audit schedule to maintain oversight of audits scheduled in supporting portfolios (WHS, Property etc), ensuring corrective actions are actively followed up and completed (added to CI register/Actions register & monitored for completion)
 - Conduct regular compliance audits on participant files, support plans, risk assessments, and progress notes (scheduled and targeted)
 - Audit organisational processes against documented policies and procedures, ensuring adherence, and or updating policy as required
 - Review service delivery practice ie: (medication management processes, high intensity support processes) and provide corrective actions plans
 - Support WHS and conduct relevant workplace inspections to assess environmental safety, accessibility, and infection control.
 - Collaborate with other portfolios to ensure compliance with worker screening, training, client finance requirements
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2. Reactive Auditing

- Conduct targeted audits in response to Quality and practice concerns, serious incidents, or complaints.
 - Assess corrective actions from previous audits, ensuring implementation and effectiveness.
 - Audit specific service delivery areas, such as bowel charts in use for clients with bowel care or active support, as need identified
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3. Audit Reporting & Analysis

- Create detailed audit reports with findings, risk levels and recommended actions.
 - Conduct root cause analysis where systemic issues are identified
 - Create awareness around 'role' accountability by completing 'workflows' that identify process and accountable roles
 - Present audit outcomes to relevant teams, the Quality subcommittee and Senior Leadership Team.
 - Maintain records relating to the audit schedule, associated documentation, findings, and corrective actions
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5. Stakeholder Engagement

- Provide feedback sessions to frontline staff on audit outcomes and improvement areas.
 - Develop toolkits for team leaders, ensuring they can self-monitor compliance in their teams.
 - Facilitate debrief sessions, guiding teams on corrective actions.
 - Collaboratively promote quality and continuous improvement
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6. Regulatory Support

- Assist in preparing for external NDIS/ACIS audits, ensuring documentation readiness.
 - Monitor NDIS Commission updates, develop awareness campaigns and adjust internal audit schedule, policy and practice accordingly.
 - Collaborate with other portfolios to ensure compliance with worker screening, training, client finance requirements
 - Review and update policies and procedures to reflect new compliance requirements.
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7. Continuous Improvement

- Work with IT to automate compliance tracking using dashboards
- Lead quality improvement projects based on audit findings.
- Track corrective action plans and provide follow-up audits to measure effectiveness.

Key Performance Indicators (KPIs)

- All audits and reviews undertaken in accordance with the audit schedule and/or as negotiated.
- Audits conducted to a high standard, with associated action plans and opportunities for improvement noted
- Action Plans are proactively managed until closed out
- Significant identified issues are immediately made known to management
- Identification and implementation of continuous improvement initiatives
- Documentation will be required to meet required standards including reporting to management and subcommittees of the board. Accuracy of information recorded
- Participate in team based and other service co-ordination processes, including de-briefing, team meetings, staff development Initiatives, collaboration with colleagues in client group program activities, training sessions and workshops.

Selection criteria

Essential

1. Demonstrated knowledge and/or experience of contemporary service delivery for people with disabilities under the NDIS Practice Standards and Quality and Safeguarding Commission.
 2. Demonstrated knowledge and/or experience of the implementation of Quality Management Systems under the NDIS Quality and Safeguarding framework
 3. Demonstrated ability in the development and implementation of audit tools and processes to support a quality audit function.
 4. Demonstrated ability to develop corrective action plans as required and to proactively monitor their implementation until completed
 5. Ability to undertake systematic reviews of organisational activities, including the development of reports and recommendations for service improvement
 6. Demonstrated experience in continuous improvement activities, ideally with knowledge of lean methodology
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7. Demonstrated interpersonal and communication skills including ability to build and maintain relationships, negotiate and resolve conflicts.
8. Well - developed time management skills, and the ability to prioritise tasks and actions as appropriate.
9. A demonstrated commitment to self-improvement

Desirable

1. An ability to use electronic case management and reporting tools and experience using the Microsoft suite

Requirements

1. Current Tasmanian Driver Licence
2. Current Registration to Work with Vulnerable Persons ('Working with Children' Check)
3. Certificate of Completion of the 'Quality, Safety and You' - NDIS Worker Orientation Module

Signatures

Signed for and on behalf of the organisation

Name _____

Signature _____

Position _____

Date _____

The employee

I acknowledge that my duties and responsibilities are as outlined in this position description.
I further acknowledge that my duties may be varied from time to time.

Name _____

Signature _____

Position _____

Date _____