



Quality Support Project Officer

DEPARTMENT: Early Years
RESPONSIBLE TO: Early Years Manager

The Role:

To be responsible for reviewing each of the Early Years’ services against regulatory compliance and National quality standards (NQS) and developing processes to support service ongoing quality improvement.

Key responsibilities:

- Lead NQS Self-Assessment processes with each service, working alongside Service Leaders and Educators to align with Assessment & Rating expectations and embed Exceeding themes into service improvement frameworks.
- Observe, model and coach Best Practice pedagogy and practice with Educators to strengthen quality outcomes for children.
- Report in VHIMS to document quality improvements, incidents, and feedback in line with organisational and regulatory requirements.
- Support compliance readiness by assisting services to prepare for visits and guiding Service Leaders in responding to VECRA feedback.
- Represent the Early Years department in OH&S as the designated Occupational Health & Safety Representative.
- Support QIP and program development through the implementation and ongoing review of each service’s Quality Improvement Plan and educational programs.
- Guide Storypark documentation to ensure Educators meet Best Practice expectations and regulatory requirements.
- Provide evidence-based input into Early Years policies and procedures to ensure alignment with the National Model Code and National Regulations.
- Work on the floor as required, contributing to educator-to-child ratios and supporting children’s needs.
- Present key ideas and strategies in staff and team meetings alongside Service Leaders to drive continuous improvement.
- Collaborate with EYM and MTHCS teams, contributing to a cohesive and supportive Early Years workforce.
- Support rostering operations by assisting the Rostering Officer with staff absence coordination and ensuring ratio compliance at all times.
- Undertake other duties as directed to support smooth service operations and organisational priorities.

Key Selection Criteria

Essential

- **Independent problem solving** — Demonstrated ability to analyse situations, identify solutions, and take initiative without requiring close supervision.
- **Ability to build relationships** with Service Leaders and Educators through clear, consistent communication that drives high-quality practice, strengthens professional capability, and embeds a collaborative, improvement-focused culture across all services
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- **Demonstrated strength** in delivering supportive, direct feedback that enhances educator practice and drives continuous improvement.
- **Current Driver’s Licence** — Valid and unrestricted licence suitable for travel between service locations.
- **Relevant ECEC qualification and experience** — Approved Early Childhood Education and Care qualification (Minimum Cert III) with practical experience working in early years services across age groups 0-5years.

Our Vision

To be a leading rural health service – innovative, responsive, and sustainable – providing high quality care across early years, aged care, and community health, guided by the evolving needs of our community.

Our Mission

We deliver health and wellbeing services across every stage of life, fostering thriving, resilient communities, and a workplace culture that values and supports our people.

Our Services

Mallee Track Health and Community Service is a multipurpose service (MPS) for all Mallee Track Communities encompassing a total area of 18,000 square kilometres. The health services include General Practice Clinics and Urgent Care at Ouyen and Sea Lake, Acute and Sub-Acute inpatient and outpatient services at Ouyen and Sea Lake, Community Aged Care and Residential Aged Care at Ouyen and Sea Lake. The community services include Allied Health, Delivered Meals, Community Transport, Social Support and Leisure and Lifestyle activities for Ouyen and Sea Lake as well as Early Years education and care for Ouyen, Sea Lake, Underbool, Murrayville and Manangatang. Community development activities include Rural Outreach and Neighbourhood Houses.

Our Values



- **Accountability** We define our expectations and are accountable for our actions.
- **Excellence** We set high standards and continually strive to improve on them.
- **Compassion** We treat everyone with care, respect and dignity.
- **Teamwork** We work collaboratively and in the spirit of partnership.
- **Integrity** We endeavour to do the right thing in all circumstances, even if no-one is watching.
- **Transparency** We are open and honest and embrace positive change.

Public Sector Values

As a Public Sector organisation, Mallee Track Health and Community Service adheres to the public sector core values. All staff are required to uphold these values.

- **Responsiveness:** Providing frank, impartial and timely advice to the Government; providing high quality services to the Victorian community and identifying and promoting best practice.
- **Integrity:** Being honest, open and transparent in dealings; using powers responsibly; reporting improper conduct; avoiding real or apparent conflicts of interest and striving to earn and sustain public trust of a high level.
- **Impartiality:** Making decisions and providing advice on merit and without bias, caprice, favouritism or self-interest; acting fairly by objectively considering all relevant facts and fair criteria and implementing Government policies and programs equitably.

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- **Accountability:** Working to clear objectives in a transparent manner; accepting responsibility for their decisions and actions; seeking to achieve best use of resources and submitting themselves to appropriate scrutiny.
- **Respect:** Treating others fairly and objectively; ensuring freedom from discrimination, harassment and bullying; using their views to improve outcomes on an ongoing basis.
- **Leadership:** Actively implementing, promoting and supporting these values.
- **Human Rights:** Making decisions and providing advice consistent with human rights and actively implementing, promoting and supporting human rights.

Mallee Track Health and Community Service is a smoke free workplace

Quality Commitment

All team members share responsibility for maintaining quality standards and actively participating in quality improvement activities

Child Safe Organisation

Mallee Track Health and Community Service is committed to preventing child abuse, identifying risks early, and removing and reducing these risks.

Occupational Health and Environmental Safety

All MTHCS employees will:

- Ensure that they take reasonable care to protect their own health and safety, and the health and safety of others.
- Agree to abide by all of MTHCS infection prevention and control policies and procedures
- Use any equipment provided for health and safety purposes.
- Obey reasonable instructions given by MTHCS in relation to health and safety at work.
- Help MTHCS meet our duty of care, such as by undertaking hazard inspections.
- Comply with all MTHCS OHS policies and procedures
- Ensure they do not interfere with or misuse anything provided in the interests of health and safety

Section 21 of the Occupational Health & Safety Act 2004, requires an Employer to provide and maintain, so far as is reasonable and practicable, a safe workplace for all employees and ensure that no employee is placed at risk of injury while performing the duties and responsibilities required by their position.

To comply with this obligation, MTHCS requires all candidates/employees to have the mental and physical capacity to safely perform the inherent requirements of the position they are applying for (or have been appointed to).

If a risk is identified and fitness to safely perform the duties of the position needs to be determined, MTHCS with the agreement of the candidate/employee, will arrange an independent medical assessment to determine capacity to safely perform the inherent requirements of the position to minimise the risk of injury or aggravation of any pre-existing condition the candidate/employee may have.

Acknowledgement

I acknowledge that I have received a copy of this position description. I have read (or have had read to me) and understand the requirements of this position. I agree to work in accordance with this position description, the legislative requirements and policies and procedures of the organisation.

Signed: _____ Date: ____/____/____
Staff Member

Print Name: _____

Signed: _____ Date: ____/____/____
Manager / Executive

Print Name: _____

cc: Personnel File

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