



POSITION SPECIFICATION

POSITION TITLE	Quality & Compliance Officer
AWARD	Cobden District Health Services Inc., ANMF and HSU Enterprise Agreement 2017
EMPLOYMENT TYPE	Full time / Part time – 38 hour week for a 6 month period; then hours by negotiation
DEPARTMENT	Corporate
APPROVED BY	Chief Executive Officer / Director of Nursing

<u>OUR MISSION</u>	To provide safe, innovative and professional health services
<u>OUR VISION</u>	To enable Cobdenhealth to better meet the health and wellbeing needs of our community
<u>OUR VALUES</u>	
Service	We deliver caring, friendly, high quality, confidential and safe service to the community.
Honesty	We are trustworthy and transparent and we value integrity and fairness.
Accountability	We take responsibility for our actions. We value teamwork and affiliative leadership.
Respect	Our kind of care is person-centred. We are inclusive, considerate and equitable to all who engage with our service.
Excellence	We continually strive to provide high quality, reliable, consistent, and innovative services to our community, our clients, consumers and stakeholders

ORGANISATION AND ENVIRONMENT

Cobdenhealth is an all-inclusive health service providing quality care and well-being options for the local community and south west Victoria. We provide exceptional care in our accredited 60 bed residential aged care facility and support people in their own homes by managing and delivering Home Care Packages (HCP). Our diverse range of allied health, counselling, therapeutic, dental prosthetics and community services support our community to achieve their health goals.

Cobdenhealth has a fully accredited Urgent Care Centre providing emergency stabilisation service 24 hours per day, 7 days a week.

Our Cobdenhealth Community Fitness Centre has a fully equipped gymnasium offering various subscription options, casual use and leader led classes with accredited trainers. The gym is open to the public 24 hours, 7 days a week. Our Rodney Grove Community Aquatic Centre is a warm water pool open to the public for exercise, water therapy, learn to swim classes and general use. A swim against the current spa is also available.

The Men's Shed, based on-site, is a community based organisation providing a safe and friendly environment where men are able to work on meaningful projects.

Cobdenhealth is an Equal Opportunity Employer.

POSITION PURPOSE

The Quality & Compliance Officer is accountable to the Chief Executive Officer and is responsible for supporting the organisation to maintain quality, safety, risk, compliance and governance systems. The occupant will work collaboratively with a wide range of people from within and beyond the organisation to achieve quality improvements and strategic goals and act as a resource for all employees within the organisation on quality, risk and safety issues.

The Quality & Compliance Officer will also be responsible for providing quality and governance support to the organisation as approved by the Executive Management Team (EMT).

The occupant of this position will be expected to comply with and demonstrate a positive commitment to the highest level of achievement in Equal Employment Opportunity, Work Health & Safety, Code of Conduct, Quality Improvement, Performance Management, Client Focus and Confidentiality throughout the course of their duties.

JOB CONTEXT

This position is required to work with minimum supervision, interacting with managers, supervisors and employees to achieve the functions described above. The position is required to ensure that Cobden Health meets all its statutory and accreditation obligations, requiring the incumbent to keep abreast of the legislative and accreditation changes as well as assisting in determining Key Performance Indicators and conducting audits to ensure Cobden Health's compliance. Providing staff training in quality issues is a requirement.

The position reports directly to the Chief Executive Officer and has regular consultation with department managers and supervisors with respect to quality and continuous improvement outcomes.

This role requires excellent organisational and communication skills and the capacity to manage several tasks simultaneously. Being professional and dynamic with exceptional time management is key to this role.

ORGANISATIONAL RELATIONSHIPS

Reports to:	Chief Executive Officer / Director of Nursing
Executive Management:	Corporate Services Manager; Clinical Supervisor
Direct Reports:	This role has no direct reports; delegation in consultation with Executive Management Team (EMT)
Internal liaisons:	Operational Management Committee (OMC); staff; volunteers; residents; Board of Management (as agreed)
External liaisons:	Accreditation bodies; Government departments; resident families; community groups; business entities; other stakeholder representative groups

LIMITS OF AUTHORITY

- This position carries no authority to commit financial resources
- This position is expected to make decisions within the scope of the role.

KEY ORGANISATIONAL ACCOUNTABILITIES

- Promote activities and programs in accordance with Cobdenhealth Mission and Vision.
- Model and promote Cobdenhealth Values in the workplace
- Adhere to Cobdenhealth's Code of Conduct, ensuring professional conduct is maintained at all times
- Comply with all legislative requirements relevant to the position
- Comply with policies, procedures, systems and processes of Cobdenhealth and other external stakeholders
- Intellectual Property remains the sole property of Cobdenhealth unless authorised and confirmed in writing
- Undertake and promote safe work practices and procedures in accordance with Cobdenhealth Policy
- Ensure Equal Opportunity principles are followed
- Cobdenhealth are committed to the safety, wellbeing and care of our aged residents and community.

CONFIDENTIALITY

- Ensure confidentiality is maintained at all times and encompasses staff, residents, volunteers and other stakeholders. This includes posts on social media. Any breach of confidentiality is a breach of the employment contract, and will lead to termination of employment.

SOCIAL MEDIA

- All employees must ensure that personal social media accounts and/or personal statement(s) in any media forum do not reflect, discuss or represent Cobdenhealth, without prior approval.

ORGANISATIONAL DEVELOPMENT

- To work collaboratively, maximising effective communication and promoting a positive Values driven culture.
- Support organisational change processes relating to the strategic objectives and priorities of the organisation.

ACCOUNTABILITY**Behavioural Descriptors**

- Undertake tasks with a high level of detail, accuracy, professional competency and within prescribed deadlines
- Ability and willingness to take initiative to improve and enhance existing systems and procedures
- Demonstrate sound judgement and solve problems within the scope of the position
- Ensure professional, ethical and responsible practices at all times.

Team Participation

- Ability to work as part of a team as well as autonomously without close supervision
- Understand and take responsibility for own actions and work within the delegation of authority

Customer Outcomes

- Deliver exceptional customer experiences
- Exhibit awareness of the need for sensitivity in dealing with the Cobdenhealth and the broader community
- Identify and meet internal and external customer needs and ensure that agreed expectations are met.

Leadership

- Provide leadership, support and coaching, as appropriate and within scope of the role
- Recognise performance matters that need to be addressed and constructively work towards resolution
- Build and maintain sustainable relationships to ensure a supportive workplace environment

Quality and Evidence Based Practice

- Pursue standards of excellence through Best Practice and Continuous Improvement
- Assist in the motivation and education of all staff to optimise involvement and responsibility

Risk Management

- Promote, educate and foster the organisation's risk management framework
- Support staff in updating and developing risk management processes in their areas
- Take responsibility for reporting events, giving consideration to any risk implications
- Participate in and ensure comprehensive understanding of emergency procedures

Service Development and Responsibilities

- Provide a positive role model to all staff and key stakeholders.
- Maintain current knowledge of industry trends and best practice.
- Attend, where required, relevant external seminars, meetings and network groups, providing feedback to the management team

Continuous Quality Improvement (CQI)

- Facilitate CQI practices for Cobdenhealth, including the development of templates and resources
- Maintain own knowledge of trends in continuous improvement processes and quality systems management
- Contribute to the learning experience of colleagues and act as a positive role model and resource for information on continuous improvement, quality plans and processes

KEY RESULT AREAS and POSITION RESPONSIBILITIES**Quality and Compliance**

- Coordinate and promote quality, compliance and safety activities in accordance with legislative and accreditation standards (ACQS; NSQHS; AGPAL) and consistent with organisational strategic objectives
- Coordinate and/or participate in design, planning, development, implementation and evaluation of identified quality and compliance improvement projects
- Act as a resource to employees by providing quality tools, training sessions and advice as required
- Evaluate workplace practices and continuous improvement actions/activities
- Lead the feedback process for policy/procedure development, audit systems and continuous improvement
- Coordinate and manage activities relevant to achieving and maintaining Accreditation
- Map accreditation standards and identify gaps in practice and processes
- Investigate, review and develop action plans to address any matters of non-conformance within legislative requirements and accreditation standards as a result of an audit or accreditation review
- Provide qualitative and quantitative analysis of quality indicators, benchmarking data and consumer feedback
- Research and support development of various items including, but not limited to, clinical best practice guidelines and requirements for updating existing policy and evidence base

Quality Management System (LOGIQC)

- Play a central role in implementing, managing and administering the Quality Management System (QMS), including monitoring compliance, risk and audits
- Support management and employees to use the QMS system (LOGIQC) effectively
- Demonstrate leadership and commitment to promote continuous quality improvement initiatives, give assurance that the quality objectives are measured and ensure the QMS achieves intended results by engaging and supporting employees to contribute to the effectiveness of the QMS.
- Assist the development of risk management and incident reporting frameworks and processes, ensuring compliance, effective analysis, identification of trends and reporting
- Assist in the identification, response and analysis of serious incidents, including mandatory reporting requirements, coroners information gathering and preparation of reports
- Manage and monitor feedback and complaints, investigating and reporting outcomes, documenting and implementing improvement processes

Policy and Compliance

- Assist in the monitoring of compliance issues and undertake general administrative functions
- Draft new policies and/or update existing policies and procedures in line with ACQS and organisational requirements and facilitate staff workshops, as required
- Assist in updating Cobdenhealth's Clinical Policy & Procedure Portal
- Coordinate and maintain the Compliance Register in relation to organisational reporting for funding bodies

Audits

- Implement an audit system, in consultation with EMT, that ensures compliance with all relevant standards, legislation and best practice
- Design and develop audit schedules and conduct or delegate audits to relevant staff
- Analyse data from audits and formulate improvement and action plans
- Contribute to education of staff based on trends identified through quality system audits

Training

- Manage induction and training of employees on QMS (LOGIQC) including ad-hoc training to employees
- Implement new work practices and facilitate training workshops via LOGIQC
- Other duties as required and relevant to the scope of the role

QUALIFICATIONS, EXPERIENCE AND SELECTION CRITERIA

Essential

- Qualifications and experience in aged care/healthcare/quality management
- Detailed knowledge of the ACQS, NSQHS, AGPAL and specific accreditation requirements
- Proven experience in implementing audit processes, quality management systems and developing quality plans
- Experience in undertaking gap analysis and conducting quality audits
- Well-developed ability to research, prepare, collate and organise data
- Knowledge of the Charter of Aged Care Rights and its application to residential and community aged care
- High level of statistical analysis and problem solving skills to assess impacts, risks and benefits
- Demonstrated ability to maintain accurate and detailed documentation
- Demonstrated leadership, decision making, time management and prioritisation skills
- Highly developed interpersonal skills including consultation skills and the ability to proactively establish and sustain effective stakeholder relationships
- Proven capacity to be responsive to situations where a high level of professional autonomy exists
- Experienced and able to demonstrate well-developed communication and interpersonal skills
- Knowledge and experience in LOGIQC quality management system (desirable and highly regarded)
- Advanced computer literacy
- A current Police Check

PHYSICAL REQUIREMENTS

Due to the layout and nature of work employees will be required to undertake a diversity of tasks, which may require various forms of mobility.

PRACTICAL REQUIREMENTS

Some work out of normal hours may be required

SALARY AND CONDITIONS OF EMPLOYMENT

As determined by the Cobden District Health Service Inc., ANMF and HSU Enterprise Bargaining Agreement 2017. As a not-for-profit agency attractive salary packaging options are available.

PERFORMANCE APPRAISAL

A performance appraisal shall be conducted with the Chief Executive Officer within the first 3 months (probation period) and annually thereafter.

RIGHT TO AMEND

Cobdenhealth reserves the right to amend the details of this position specification, as it considers necessary to serve the best interests of the organisation.

ACKNOWLEDGMENT AND ACCEPTANCE BY APPOINTED EMPLOYEE

I certify that I have read and understand all the responsibilities of this position and accept employment as offered.

Employee Name:	
Signature:	
Date:	