



## **POSITION DESCRIPTION**

### **Quality Officer**

This position description describes the scope and skills required of the Quality Officer at Link Health and Community (Link HC). The position description may be subject to periodical reviews.

**POSITION:** Quality Officer

**REPORTS TO:** Quality Manager

**LOCATION:** Based at Link Health and Community  
1 Jacksons Road, Mulgrave

### **ORGANISATIONAL CONTEXT:**

Link Health and Community is a multi-sited community health service, providing a comprehensive range of health and community services primarily to residents of the City of Monash and surrounding communities.

The Link HC Vision is: Healthier people participating in their communities

Underpinning principles in achieving this vision are that Link HC:

Recognises that the health of individuals and the community is influenced by social and environmental factors as well as individual's access to health services and plans and delivers our services accordingly

Recognises that client, community and staff engagement in all aspects of our activities is essential for effective governance

Strives to provide quality services, in a professional, timely manner, to clients from culturally and linguistically diverse backgrounds and to clients who are hearing impaired who use sign language as their primary mode of communication.

Link HC is committed to partnering with other organisations to offer integrated health and well-being services that are consistent with state-wide health needs and social priorities.

Link HC actively places the individual at the centre of their care so they can take part in their community. This is done by providing information and skills to help consumers make their own decisions and formulate their own goals; helping them to stay motivated, foster independence, health and wellbeing.

The Link HC Guiding Values are:

We **care** for our community and for the people who use our services

We **listen** to people who need our services and we advocate for our community

We provide **accessible**, innovative, and high quality services and programs

We **partner** with other organisations to ensure the development and delivery of better services

## **POSITION OBJECTIVE**

The principal objective of this position is to maintain organisational compliance with accreditation requirements and improve process and service quality, efficiency and effectiveness. The key responsibilities include supporting Link managers with accreditation self-assessment, internal quality audits, external audit support, policy and procedure development, analysis and report writing and business support as directed by the Quality Manager.

## **DUTIES AND RESPONSIBILITIES**

The position holder will support the provision of quality, accreditation, risk and compliance management systems, develop operational policies and procedures and work with internal and external stakeholders to enable client engagement and participation. These functions and activities will be in line with program aims, funding guidelines, service agreements, and the vision and values of Link HC.

### **1.0 Service Delivery**

Primary services provided include but will not be limited to: -

#### **1.1 Quality Management**

- Co-ordinate the internal and external audit program to ensure audits are scheduled and conducted when required
- Work in collaboration with Managers to plan, perform, document, communicate and evaluate internal audits and areas for improvement
- Investigate non-conformance issues
- Analyse data to identify areas for improvement
- Identify training needs and work with Learning & Development (L&D) to meet quality standards
- Meet business and quality objectives, including supporting the implementation of Quality Plan deliverables.
- Attendance and collaboration with all Quality and Continual Improvement Committees and Working Parties.

## 1.2 Accreditation

- Develop and maintain accreditation audit schedule against the range of current and future Standards required for currently funded programs. These include:
  - Child Safe Standards
  - Human Services Standards
  - National Safety and Quality Standards 1-6 (Dental)
  - Home Care Standards
  - Diagnostic imaging Accreditation Scheme (DIAS)
  - National Disability Insurance Agency - NDIS
- Coordinate accreditation cycles internally
- Assist departments to undertake internal gap analyses against mandated Standards according to accreditation schedule.
- Work closely with all departments to ensure compliance with all relevant standards to maintain accreditation

## 1.3 Risk, Incidents and Compliance Management

- Assist with implementation of Riskman Incident management module and associated system changes and training.
- Assist the Quality Manager with root cause analyses of incidents with the relevant managers.
- Compile reports on incidents, hazards and emergency events for relevant Committees.

## 1.4 Policy and Procedure Management

- Assist the Quality Manager and Executive team with the development of operational policies and procedures to support business and clinical operations across all departments and ensure legislative compliance.
- Operate and maintain document control, including document review schedule and maintenance of the Controlled Documents Register.
- Support departments in the revision of procedures and workflows.

## 1.5 Capacity Building

- Assist the Workforce Wellbeing department to build organisational capacity to improve clinical governance mechanisms and shared accountability for the delivery of safe, high quality care.
- Provide training to employees regarding quality management and use of continuous improvement systems, tools and processes.
- Promote and facilitate good practice, continuous improvement and organisational learning.
- Establish and maintain effective relationships with departments and other key stakeholders.

## 1.6 Client Engagement and Participation

- Undertake annual client experience and internal staff satisfaction surveys.
- Assist with the recording, data analysis and trending of the incidents and complaints.
- Compile reports on client experience and feedback for relevant Committees.
- Assist the Community Engagement Team to develop client engagement and participation mechanisms.
- Assist the Quality Manager in the development of the annual Quality Account in consultation with the Marketing Team.

## 2.0 Administration

- 2.1 Ensure up to date records according to quality standards and contribute to ensuring safe custody and confidentiality of all records whether in hard copy or electronic format.
- 2.2 Prepare and maintain appropriate statistical data, reports and analysis activities as required
- 2.3 Supervise students and volunteers as required, or as appropriate
- 2.4 Communicate with Quality Manager in respect to role responsibilities and professional expertise in order to assist with program development
- 2.5 Work collaboratively with service providers in Link HC teams and in the broader service system to ensure that Link HC provides integrated services
- 2.6 Participate in identifying professional development and training needs and attend professional development activities as required

## 3.0 Health Promotion

- 3.1 Contribute to Link Health and Community health promotion activities and participate if required in developing relevant programs and projects in line with Link HC's Health Promotion Plan.
- 3.2 Work collaboratively with other disciplines in developing a comprehensive multi-disciplinary health promotion approach to the local community as required.

## 4.0 Quality Improvement and Professional Development

- 4.1 Support the organisational culture, which promotes continuous service improvement and innovation.
- 4.2 Contribute to the HDAA Accreditation Process, including identifying, developing, implementing and evaluating quality improvement activities.
- 4.3 Participate in identifying professional development and training needs and attend professional development activities as required.

## 5.0 Occupational Health & Safety (OHS)

- 5.1 Actively support a range of activities in accordance with Occupational Health & Safety legislation obligations and in line with the Link HC Risk Management Program.
- 5.2 Support and participate in the Link HC OH&S Risk Management Plan and implement the plan (where appropriate) at discipline/organisation level.

- 5.3 Assist in maintaining a safe work environment by reporting incidents of unsafe work practices, sites/areas or equipment.
- 5.4 Report injuries in the Site Register.
- 5.5 In the event of a workplace injury occurring, cooperate fully with the nominated Return to Work Coordinator, treating medical practitioners and health professionals to facilitate an early return to work and access to an appropriate rehabilitation program.

## **6.0 Equal Employment Opportunity.**

- 6.1 The position holder is required to observe and practice the principles and obligations of Equal Employment Opportunity, which include:
  - A workplace which is free from bullying and harassment;
  - Ensuring that activities and practices prevent and eliminate unlawful discrimination
  - Promote merit and equity in the workplace.
- 6.2 will contribute to the successful management of diversity in the workplace.
- 6.3 will, if and when required, co-operate with any relevant enquiry into complaints and attend supervision and performance management meetings.

## **7.0 Community Engagement and Consumer Participation**

Link HC values collaboration with consumers and community members to improve the way our services are developed, planned and delivered. We are committed to community engagement and consumer participation and as such support ways in which the community's health can be optimized and its strengths are recognized and built upon by encouraging all staff to:

- Support and contribute to the goals and objectives of the Community Engagement and Consumer Participation Policy.
- Actively participate in recruiting consumers, carers, and the community to participate in all aspects of the organization.
- Promote awareness that Link HC encourages consumer, carer, and community participation at all levels of the organisation.

Work collaboratively with other staff, the community and consumers to plan, implement and evaluate services, projects and programs

## **8.0 Organisation Policies & Procedures**

- 8.1 Maintain currency of knowledge and practice with Link HC specific Regulations, Policies and Procedures as applicable to the position and as amended from time to time.

## **9.0 Code of Conduct**

- 9.1 The Link HC Code of Conduct provides a framework of expected behaviours with the view to ensuring that Link HC is a safe work environment with the expectation that all dealings are conducted with integrity and respect at all times. All employees are expected to understand and abide by the Code of Conduct.

## **REPORTING RELATIONSHIPS**

This position is accountable to the Quality Manager

### **Performance Review:**

#### **Criteria:**

Participation in regular performance appraisal based on a documented individual performance plan with stated performance indicators including output targets is expected. The performance plan and outputs will be negotiated in accordance with a regular cycle of review.

## **QUALIFICATIONS AND EXPERIENCE REQUIRED**

### **Essential**

#### **Knowledge**

- Tertiary qualifications within a recognised human services or health discipline or quality.
- Sound knowledge of current suite of mandated Standards.
- Knowledge of continuous improvement principles.

#### **Practical Experience**

- Minimum 2 years' industry experience in Quality.
- Demonstrated experience with accreditation, risk, compliance and incident management systems.
- Experience in writing policies and procedures.
- Experience in working with / leading teams through accreditation.
- Demonstrated auditing experience and skills.

#### **Management Skills**

- Collaborative working approach
- Data analysis, report writing and presentation skills
- Demonstrated capacity to coordinate and deliver multiple tasks
- High level computer literacy

#### **Communication Skills**

- Excellent oral and written communication skills
- Demonstrated capacity to work with a broad range of internal stakeholders.

A current Victorian driver's licence will also be required.

### **Desirable**

- Technical document writing qualifications
- Process mapping skills
- Project management experience

**KEY RESULT AREAS**

- KRA 1** Monitor compliance with quality requirements in all Service Agreements, Funding Agreements, Contracts, Memoranda of Understandings and Accreditation Standards by evaluation of requirements against current practice.
- KRA 2** Implement the Quality System requirements relating to the establishment of Link Private Practice operations and NDIS services, including development of policies and procedures.
- KRA 3** Co-ordinate the internal and external audit program to ensure audits are scheduled and conducted when required.
- KRA 4** Compile reports on the status of quality compliance, gaps and recommendations for improvement.
- KRA 5** Operate and maintain document control, including document review schedule and maintenance of the Controlled Documents Register.
- KRA 6** Undertake annual client experience and internal staff satisfaction surveys.

**SERVICE VALUES**

**The values of Link HC will be demonstrated by:**

**Caring** for our community and for the people who use our services

**Listening** to people who need our services and who we advocate for our community

Providing **accessible**, innovative, and high quality services and programs

**Partnering** with other organisations to ensure the development and delivery of better services.

Approved: .....

Lara Griffin  
**Quality Manager**  
Link Health and Community

I acknowledge and agree that the above position description is an accurate reflection of the role of Quality Officer.

Signed: .....  
Quality Officer

Name: .....

Date: .....