

## Quality Support Officer Position Description

### POSITION DETAILS

Position Title	Quality Support Officer
Award:	Social, Community, Home Care and Disability Services Industry Award 2010
Classification:	Social and Community Services Employee, Level 33
Employment Status:	Full/Part Time
Hours of Employment:	Between 7:00 am and 5:00 pm, Monday to Friday as negotiated, working up to 76 hours per fortnight. There is an expectation of being available to work reasonable additional hours, as required.

### POSITION RELATIONSHIPS

Responsible to:	General Manager
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### POSITION OBJECTIVES

Under general direction, the Quality Support Officer assists management with the quality management framework to support compliance and adherence to the Aged Care Quality Standards, relevant legislation and agreements with key stakeholders. This involves assisting with internal audits and maintaining the corrective action plans.

The Quality Support Officer facilitates the continuous improvement processes by proactively maintaining the corporate calendar, incident register, continuous improvement plan and the register of all company documents to support the performance of the organisation.

The Quality Support Officer supports the Centre to develop and update documents, reports and procedures, with an overall objective to achieve quality consumer-centred care.

## **PRINCIPAL DUTIES AND RESPONSIBILITIES**

### **1. Facilitate Quality Standards and Document Control**

- Maintain Quality and Corporate Calendars which incorporates meetings, performance reports, policy and procedure reviews, audits, and risk management.
- Monitor and action incoming updates from relevant subscriptions related to quality standards, legislation and agreements and notify relevant manager of changes.
- Facilitate the document control process, including updating document version dates, Policies and Procedures Register, electronic storage of documents and distributing updates to files and stakeholders as necessary. Maintain records on updates for reporting and compliance purposes.
- Develop and update forms, documents and procedures as requested by managers and supervisors and ensure documents are prepared as per the style guide and to required standards and achieve intended outcomes.
- Assist the General Manager with preparation of documents and reports and assist with scheduling meetings, collating reports, recording minutes of meetings and distributing agenda, minutes and reports to relevant parties.
- Facilitate the record keeping, storage and archival of documents and company records.

### **2. Maintain Incident Register and Continuous Improvement Plan**

- Receive and record incoming feedback from all sources, including compliments, complaints, suggestions and incidents on the Incident Register.
- Maintain the Incident Register, including logging of issues, allocation to relevant managers/coordinators, logging actions and outcomes. Assist with the investigation of incidents when required.
- Escalate serious incidents to relevant manager and General Manager.
- Maintain the Continuous Improvement Plan, including logging items, allocating to the relevant manager/supervisor, and following up with the progress and recording of action plans.
- Capture Continuous Improvement items from meeting minutes, feedback, incident reports and audits and log them in the Continuous Improvement register.
- Collate data, assist with the identification of key themes and preparation of reports as required.
- Assist relevant managers with surveys, including updating templates, distributing forms and collating results.

**3. Facilitate Quality Audits, Corrective Action Plans and Reporting as directed**

- Assist with the development of internal audit tools and self-assessment report.
- Assist with planned or responsive internal quality audits, quality reviews and action plans.
- Collate and assist with preparation of quality reports, including KPI data which capture information on issues, improvements or corrective action plans.
- Assist with the preparation for external audits.

**OTHER DUTIES AND RESPONSIBILITIES**

- Actively seek and report on methods of improving systems of work, policies and practices to support continuous improvement.
- Be an active participant in the Continuous Improvement and Work Health and Safety Team, including attending regular meetings and complete tasks and projects as agreed.
- Maintain awareness of legislation and compliance requirements.
- Ensure all work is carried out in compliance with the policies and procedures of the centre.
- At all times, maintain confidentiality and security of information regarding residents, clients, staff and the activities of the Centre in accordance with the Confidentiality Policy.
- Promote effective working relationships within the team and other stakeholders.
- Support the Centre by undertaking work in other areas when required to assist with workload, leave cover, or to provide advice in area of expertise.
- Develop and maintain a high standard of service to both external and internal stakeholders.
- Notify the supervisor of any leave of absence in a timely manner.
- Attend and actively participate in staff meetings and participate in education and training opportunities as required.
- Other duties as requested.

## **POSITION REQUIREMENTS**

### **Essential**

1. Knowledge of the principals of quality management and the process of quality improvement.
2. Strong administration skills, in developing documents, registers and reports, with a high level of attention to detail and analytical skills.
3. Demonstrated knowledge of data collection, analysis and presentation.
4. Strong commitment to privacy and confidentiality when working with sensitive data.
5. Excellent communication skills, using a collaborative and consultative approach.
6. Effective organisational and time management skills and demonstrated ability in managing multiple projects and tasks.
7. Ability to accurately read and follow instructions, guidelines, relevant legislation and general safety information.
8. A good understanding of Workplace Health and Safety requirements, relevant to this position.
9. Ability to work effectively as a member of a team and autonomously, under limited supervision.

### **Desirable**

1. Possession of or progress towards relevant Certificate or qualification in Aged Care or Quality Assurance, and/or Internal Auditor training.
2. Knowledge of relevant legislation and regulations.
3. Experience in maintaining a document management system.

**Conditions of Employment**

1. General conditions of employment are in accordance with the Social, Community, Home Care and Disability Services Industry Award 2010.
2. Hours of work will generally be between 7:00 am and 5:00 pm, Monday to Friday. There is an expectation of being available to work reasonable additional hours as required. Flexible working arrangements and time-in-lieu can be negotiated.
3. Unless otherwise stated in writing, employment will be subject to a three month probationary period with the capacity to extend the period by another three months if required, to review performance and suitability for an ongoing position.
4. A satisfactory medical examination to confirm fitness to work, if required.
5. Possession of/or ability to obtain a current First Aid Certificate.
6. Satisfactory Police Clearance dated within the past three months. National Police Clearance Certificate must be renewed every three years before expiry and a satisfactory status maintained.

I \_\_\_\_\_ have read, understand and agree to comply with the above position description.

Employee Signature: \_\_\_\_\_ Date: \_\_\_\_\_

I have explained and discussed this position description with the above.

Manager Name: \_\_\_\_\_

Signature: \_\_\_\_\_ Date: \_\_\_\_\_