

Quality and Compliance Officer

Introduction

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Scope

This position description applies to the Quality and Compliance Officer.

Definitions

Not Applicable.

Policy

Role Description

The Quality and Compliance Officer is responsible for providing support and assistance to the Quality Manager to ensure effective monitoring of compliance functions and implementation of other quality related initiatives.

Reporting Relationship

On a day to day basis this position shall report to the Quality Manager.

Indirect reports shall include executive management representatives

Qualifications & Experience

Essential:

- Successful completion of a Qualification in Nursing.
- Current registration with the Australian Health Practitioner Regulation Agency (AHPRA).
- High level ability to utilise information management and computer systems.
- Working knowledge of the requirements of the Aged Care Standards, Specified Care and Service Principles of the Aged Care Act, Documentation Standards, Residents Rights, Aged Care Funding Instrument and other relevant legislation, regulations and codes of practices.
- Sound communication skills.
- NDIS Worker Screening certification.

Desirable:

- Formal qualification in quality management frameworks.

Key Duties & Responsibilities

- Undertake a range of audits against the accreditation standards related to residential aged care.
- Work collaboratively with the Quality Manager in identifying areas for continuous improvement to support quality and compliance.
- Work collaboratively with the Quality Manager in the development of projects to support quality and compliance.
- Assist and support the Quality Manager in the development and implementation of best practice policy and process.
- Develop and maintain a high level working knowledge of the electronic clinical support systems.
- Assist and support the Quality Manager in developing, conveying and delivering on individual and organisational plans for continuous improvement.
- Maintain documented evidence of the organisations Quality Management Systems across all sites.
- Any other task as directed by the Quality Manager.

Performance Outcomes

- A high degree of accuracy across all auditing processes is maintained.
- Supportive relationships with onsite Managers is maintained.
- A high level working knowledge of all the electronic systems used in clinical practice.
- The Quality Manager is supported to ensure the effective operation of the Quality Team.
- Strict workplace confidentiality is maintained.

Selection Criteria

1. Sound clinical knowledge including an understanding current best practice.
2. Excellent verbal and written communication skills, including the ability to deal confidently and courteously with people at all levels and provide training to others as required.
3. Excellent organisational and time management skills with the ability to establish priorities, manage workloads and meet required deadlines.
4. Demonstrated ability to use initiative, research and apply sound judgement to contribute to decision making and continuous improvements.
5. A clear understanding of the importance of confidentiality in the context of the position.
6. Capacity to travel within the state and interstate as required.

Mission, Vision & Values

It is a condition of employment that each employee will, at all times, uphold our organisation's mission, vision and values:

- **Mission:** To care for the elderly in our communities in an environment of respect, value and belonging.
- **Vision:** A world where the elderly feel respected, valued and enjoy a quality of life.
- **Values: Respect:** Treat all people with fairness and dignity. **Care:** Look after and protect the elderly, and each other. **Teamwork:** Encourage, cooperate and build trust. **Courage:** Do the right thing, even when it's difficult. **Integrity:** Be open, honest and trustworthy. **Innovation:** Think differently to solve problems. **Excellence:** Drive quality to continuously improve.

Professional Conduct

- Unless directed otherwise, perform the duties of the position according to the organisation's policies and procedures, as varied from time to time.
- Comply with all reasonable and lawful requests or directions given by the organisation.
- Promote the organisation's values, reputation and integrity.
- Ensure a high standard of personal appearance and conduct: that is, clean, neat, tidy, punctual, and respectful language and manner toward residents, visitors and other employees.
- At NO TIME must information related to a resident, family or other employee be discussed with anyone other than the relevant individual or professional providing care.
- Ensure a flexible and enthusiastic attitude toward undertaking a variety of tasks, and demonstrated commitment to ongoing quality, with a team approach is expected.
- Report all incidences of suspected or actual abuse of residents and participate fully in the investigation of such incidences. This includes but is not limited to physical, sexual, financial, verbal or emotional abuse.
- Nursing employees must, at all times, adhere to the Australian Health Practitioner Regulation Agency's codes and guidelines for nurses.

Workplace Health & Safety

- Perform the duties of the position according to applicable workplace health and safety legislation and regulations by complying with the organisation's policies and procedures.
- Participate in the identification, risk management and infection control programs and contribute to a clean, safe and healthy work environment to ensure the safety of residents, visitors, other employees and self.
- Report immediately, any equipment or situation which is hazardous, or has the potential to be a safety issue.
- Participate in problem solving processes to resolve workplace health and safety and infection control issues.

Quality Improvement

- Provide competent care in accordance with the organisation's policies and procedures, and legislative requirements relevant to the role.
- Complete an Improvement Form when there is an identified need to improve.
- Actively participate and contribute to quality activities which promote quality improvement to care provided, such as, follow up of Improvement Forms, attendance at staff meetings, ongoing education, internal assessments, review of procedures, and evaluation of new products and equipment.

Ongoing Education & Development

- Attend annual mandatory training as required by the organisation, including but not limited to, manual handling, emergency procedures, and infection control.
- Participate in non-mandatory training as provided from time to time at the facility or via the Aged Care Channel online.
- Regularly read work emails and staff notice boards at the facility to remain up-to-date with the organisation's communication including staff memos.
- Membership of relevant professional groups and or associations is recommended.
- The organisation is committed to a program of on-going performance appraisals for each employee. Each employee is required to undertake performance appraisals as required by the organisation.
- Work toward annual training objectives following annual appraisal to ensure skills and knowledge remain up-to-date to fulfill role.

References/Resources

Not Applicable.