

Position Description			
Name		Date	
Position Title	Quality and Standards Officer		
Department			
EBA / Award	Victorian Stand Alone Community Health Services (Health and Allied Services, Managers & Administrative Officers) Multiple Enterprise Agreement 2018-2022		
Classification	HS4 60.8 hours per fortnight, 0.8 EFT, days worked negotiable. Ongoing position Initial 6-month probationary review and then annual performance appraisal.		
Primary Site	Wangaratta or Wodonga With the occasional travel to other sites required		
Reporting to	Quality and Risk Systems Manager		
Direct Reports	Nil		
Budgetary Responsibilities	Nil		
Liases with Internally	All Gateway Health staff, including Business Services and People Working Well roles. Particular relationships are with: <ul style="list-style-type: none"> • Chief Executive Officer • Senior Management Team • Program Managers • Health Information Team 		
Liases with Externally	This position may be expected to liaise with, though not limited to the following; <ul style="list-style-type: none"> • Department of Health and Department of Fairness, Families and Housing • Accreditation Agencies • Victorian Agency for Health Information (VAHI) including Victorian Health Incident Management System (VHIMS) Central • Other Community Health and community service organisations. • Health services • Other Not for Profit Organisations. • Relevant software/database vendors and suppliers 		
Program Information	<p>The Quality and Risk Program aims to ensure Gateway Health has effective and efficient systems in place to enable the organisation to achieve the outcomes in our quality and risk management frameworks. This includes quality improvement, accreditation, compliance systems and risk management.</p> <p>The Quality and Risk program has a strong alignment with Gateway Health's Learning Culture, looking to support all parts of the organisation to improve, innovate and demonstrate benefit for staff, clients and communities.</p> <p>It aims to build organisational, program, team and individual capacity in risk, compliance and quality systems and management.</p>		

<p>Purpose of the role</p>	<p>This role has responsibility for planning, coordinating, evaluating and reporting to Board, Executive and staff on all aspects of quality standards, to enable Gateway Health to achieve and maintain organisation wide accreditation across a number of mandatory standards.</p> <p>Advice and support is provided to key parts of the agency for accreditation programs and standards for specific services including National Disability Insurance Standards (NDIS), Aged Care, Community Services, National Mental Health Standards, Rainbow Tick, Child Safe Standards and headspace Model Integrity Framework (hMIF).</p> <p>As part of the risk and quality team this role will support implantation of risk and compliance systems and processes across the organisation.</p> <p>The role also plays a key part in managing and monitoring Gateway Health's Improvement and Innovation Hub and consumer feedback process.</p>
<p>About Gateway Health</p>	<p>Gateway Health is a not-for-profit Company limited by guarantee and a registered Community Health Service under the Health Services Act 1988 (Vic).</p> <p>Vision: People Living Well</p> <p>Our Purpose: To provide care and services that connect the community and strengthen individual and population health and wellbeing</p> <p>Our Values: Values reflect the way we interact, connect and work with every client, with partners, with volunteers and with one another. Principles shape the way we plan and design our services and business systems. Together they underpin organisational culture, strategy and the way we deliver our services.</p> <p>We CARE – We ACHIEVE – We LEARN – We WORK TOGETHER – We INNOVATE</p> <p>Our Principles:</p> <p><i>We advocate for fair and equitable access to health care and wellbeing services for all.</i></p> <p><i>We respect the strength of individuals and the community, and their capacity to recover from adversity.</i></p> <p><i>We recognize the importance of adaptability and responsiveness to enable us to deliver on our commitment to the community.</i></p> <p><i>We actively listen and work alongside the community and each other to design and deliver better solutions.</i></p> <p><i>We believe a learning culture is critical to enhancing the wellbeing of staff, clients and the community.</i></p> <p><i>We contribute to creation of a connected and integrated health and community care system to achieve the best outcomes for our clients and community.</i></p> <p>Gateway Health strives for an achievement culture that encourages innovation and initiative. We build and foster strengths-based programs that focus on support and recovery. Our staff are our greatest asset.</p> <p>The organisation employs over 380 staff providing a range of primary health and welfare services across the Ovens Murray region in North East Victoria and parts of Southern New South Wales. Gateway Health serves all people, and is committed to improving individual and population health outcomes. We will do this by providing health care and support to individuals and communities in times of need, and by actively working with our partners to address the social and environmental determinants of health. They are delivered through a mix of centre-based services in Wodonga, Wangaratta and Myrtleford, and outreach services to rural communities across the region.</p>

	<p>Gateway Health is committed to creating a workforce that reflects the communities we serve. We believe that a workforce that recognises and celebrates diversity will best meet the health and well-being needs of all people we serve including Aboriginal and Torres Strait Islander peoples; people with a disability; lesbian, gay, bisexual, transgender and gender diverse people; inter sex people; people experiencing health inequalities; and culturally and linguistically diverse people.</p> <p>Review of Position Descriptions: This position description will be reviewed during annual appraisals, when the position becomes vacant or as deemed necessary.</p>
<p>Code of Conduct</p>	<p>Employees are expected to, at all times:</p> <ul style="list-style-type: none"> • Adhere to the Gateway Health Code of Conduct including the Child Safe Procedures • Maintain a high professional standard and work with integrity • Develop collaborative working relationships • Communicate with respect and tolerance • Maintain a client focus • Adopt a Continuous Improvement approach • Work within legislative and compliance framework.
<p>Key Responsibilities and Accountabilities</p>	
<p>Role Specific</p>	
<p>Quality Improvement</p> <ul style="list-style-type: none"> • Working with the Quality and Risk Systems Manager, identify risks, themes and opportunities for improvement and make recommendations for values based and innovative solutions to strengthen quality assurance and improvement practices across the organisation. • Participate in organisational governance committees as relevant. • Working with Quality & Risk Systems Manager, coordinate implementation of Gateway Health's Quality Excellence Program including: <ul style="list-style-type: none"> ○ Maintain and monitor Gateway's Quality Resources repository on the intranet ○ Manage the Improvement and Innovation Hub, including monitoring Quality email inbox ○ Ensure the organisational Quality Improvement Plan and Quality monitoring tool are up to date at all times. ○ Implementation and monitoring of relevant audit cycles. ○ Contribute to the Annual Quality Account <p>Organisational Compliance and Accreditation</p> <ul style="list-style-type: none"> • Provide advice on relevant accreditation standards to managers and staff, and ensure requirements are built into day to day operation. • Monitor practices, processes and outcomes to: <ul style="list-style-type: none"> ○ identify those that are inconsistent with professional and organisational standards and work with managers to implement strategies for improvement. ○ gather evidence required to meet accreditation standards. • Provide reports to Executive, Senior Management Team and relevant Board committees on progress, gaps and/or achievements and any risks. • Working with the quality and risk team to imbed compliance, quality and risk systems across the organisation. • Monitor organisation readiness for surveys accreditation programs and cycles, reporting timeframes and other requirements. • Working with Quality & Risk Systems Manager, monitor service contracts with accrediting agencies. • Coordinate preparations and timetabling for accreditation surveys and submit reports in accordance with contracted survey requirements. 	

- Prepare resources and conduct training as required to ensure managers and staff are aware of and understand requirements.
- Management of relevant audit schedules, tools, templates and resources.

Consumer feedback

- Manage and monitor the complaints and feedback processes incorporating the Victorian Health Incident Management System (VHIMS) database.
- Working with the quality and risk team to coordinate implementation of the annual Victorian Health Experience Survey (VHES).

General Responsibilities

- Role model high standards of professional practice and conduct in service delivery, working in partnership with colleagues and external agencies.
- Complete all program specific administrative tasks within the required time frames.
- Competently use all relevant organisational databases – including but not limited to VHIMS, RelainSys, clinical software, financial software.
- Timely and accurate maintenance of records, financial and statistical data and any other information per organisational policy.
- Participation in regular performance reviews and appraisals, including development of a personal care plan.
- Active participation in Professional Development.
- Completion of annual Mandatory training
- Any other duties as directed by your manager that are considered a reasonable requirement of the role.

People

- Develop and maintain professional relationships with internal and external stakeholders.
- Contribute to productive and positive team meetings.
- Positively contribute to the culture and spirit of the Quality and Risk Team, the Population Health, Planning and Performance directorate, the work environment and to Gateway Health.
- Your behaviour is congruent with organisational values, behaviours and goals
- Contribute to the development of procedures and systems within this program
- Positively embrace and adopt change as it occurs.

Technical Skills / Industry Knowledge

- Maintain knowledge of NDIS, Aged Care, Health and Community Standards, National Mental Health Standards – including headspace Model for Integrity Framework, Rainbow Tick, and Childsafe accreditation programs and cycles.
- Build and maintain knowledge of Plan, Do, Study Act cycles as the basis of gateway health's learning and improvement processes.
- Staff participation in Quality improvement and assurance processes is supported.

Organisational Responsibilities

- As outlined in the Code of Conduct ensure all interactions are undertaken in accordance with the behaviours set
- Maintain privacy and confidentiality at all times
- Ensure an understanding of individual responsibility for safety, quality and risk and adhere to all relevant legislation, regulations and organisational policies, procedures and guidelines.
- Working within the Risk Management Framework, identify, report and manage risks and ensure actions are taken to prevent and minimise harm to yourself, your colleagues, consumers, members of the public and the organisation.
- Actively contribute to quality assurance initiatives and other program activities to meet all relevant benchmarking and accreditation standards.
- Follow all Gateway Health financial policies and procedures
- Contribute to organisational quality activities to ensure continual review and improvement.
- Contribute to a safe and welcoming workplace at all times.
- Protect the rights, safety and wellbeing of children and provide a child safe environment.
- Continually develop both personally and professional to meet the changing needs of your position, career and organisation.
- As this position is within a community health service, the occupant may be asked to be temporarily redeployed to meet the Health Service's responsibilities in the event of a disaster or emergency or to maintain business continuity. Any such changes will be made in consultation with the occupant.

Inherent Requirements

Gateway Health has a duty of care to all staff. The purpose of this section is to ensure that you fully understand and are able to perform the inherent requirements of the position (with reasonable adjustments if required) and that you are not placed in an environment or given tasks that would result in risks to your safety or the safety of others.

The position may require the following tasks among other things:

- Manual handling (pushing, pulling, lifting, holding, carrying)
- Sitting, standing, bending, reaching
- Computer work, data entry
- Operating equipment
- Use of personal protective equipment
- General waste handling
- Driving motor vehicles
- Dealing with anxious or upset staff, consumers or members of the public
- Work at and travel to other locations will be required

Key Selection Criteria

Applicants MUST address the Selection Criteria below when completing an employment application

Essential

1. Ability to behave in accordance to the Gateway Health Values of *We Care, We work together, We achieve, We learn, We innovate.*
2. Tertiary qualifications (or working towards) and/or demonstrated experience in quality improvement/assurance and/or risk management or equivalent.
3. Demonstrated experience in coordinating successful accreditation programs in the health and/or community sector.
4. Demonstrated understanding of design and implementation and evaluation of PDSA cycles in quality improvement.
5. Demonstrated experience in developing and implementing quality audit cycles
6. Strong organisational skills with strong attention to detail and process, the ability to prioritise demands, escalate where required, deliver on multiple deadlines and juggle competing priorities.

7. Demonstrated high level interpersonal, leadership and engagement skills with the ability to engage and work collaboratively within a team, across an organisation and with external stakeholders.
8. Demonstrated experience in supporting and building capacity in people from diverse backgrounds to undertake change management and continuous improvement, achieve outcomes and solve problems.
9. Demonstrated use of high level written, verbal and interpersonal communication skills.
10. Excellent information technology skills and proficiency in use of the Microsoft suite of products, a diverse range of client information systems and data bases, electronic document management systems.
11. Well-developed skills in data analysis and reporting, with demonstrated experience in using this data for quality improvement.

Mandatory Requirements

12. Current Australian Drivers Licence or accepted International Drivers licence
13. Confirmation of your right to work in Australia, Satisfactory National/International Police and Victorian Working with Children Checks must be provided prior to commencement.
14. Evidence of COVID Vaccination or Contraindication must be provided prior to commencement.

Desirable

15. Detailed knowledge and understanding of the requirements of accreditation standards and clinical governance applicable to Community Health Services.
16. Experience working within Not-for-Profit or Healthcare sectors would be highly regarded
17. Demonstrated understanding of person centered care and IAP2 principles

I acknowledge:

- That I will recognise and celebrate diversity, and will best meet the health and well-being needs of all people we serve including Aboriginal and Torres Strait Islander peoples; people with a disability; lesbian, gay, bisexual, transgender and gender diverse people; inter sex people; people experiencing health inequalities; and culturally and linguistically diverse people.
- That I will observe child safe principles and expectations for appropriate behaviour toward and in the company of children.
- That Gateway Health is an equal opportunity employer and has a smoke free workplace policy.
- That Gateway Health has a zero tolerance of child abuse and family violence, all allegations and safety concerns will be treated very seriously. For more information refer to Gateways Health's Child Safety Standards procedure and family Violence Policy.
- I will comply with my contract, all policies and procedures and follow directions given.
- That I have read and fully understand the Position Description and Inherent Requirements of the position
- I agree that I have the physical and psychological ability to fulfil the inherent requirements of the position, and accept my role in fulfilling the responsibilities, activities, duties and generic position requirements.
- I understand that the information provided is a general outline and may not encompass every aspect of the position. This is not intended to be an exhaustive list of all responsibilities, duties and skills required.
- Gateway Health may alter the duties of this position description if and when the need arises. Any such changes will be made in consultation with the affected staff member(s).
- I understand that this is separate to the Employment Agreement that I will sign, outlining the terms and conditions of my employment.

Accepted by

(print name):

Employee

Signature:

Date:

