



Position Description

POSITION DETAILS

Position Title:	Quality and Safety Officer		
Location:	National Office		
Reports To:	Quality and Safety Coordinator		
Direct Reports:	Nil		
Employment Status	Full time <input type="checkbox"/>	Part time <input checked="" type="checkbox"/>	Casual <input type="checkbox"/>

1. Purpose of Position (briefly describe overall purpose of role)

The Quality and Safety Officer will:

1. support the implementation of the strategic direction for all quality, clinical safety and risk related activities across the Continenace Foundation’s Clinical Services and Programs.
2. work collaboratively with staff across all programs, to support the establishment and maintenance of an integrated quality and safety management system. The role will support service accreditations and compliance with work health and safety legislation, with a strong focus on continuous improvement.

2. Key responsibilities and performance indicators

Key Responsibilities	Performance Indicators	Weighting (%)
Promote quality and safety initiatives and cultivate a culture of continuous improvement	<ul style="list-style-type: none"> • Implement Quality improvement systems including reporting, tracking and reviewing clinical incidents, complaints and compliments, clinical service minimum data sets and key performance indicators (KPI). • Establish effective and collaborative working relationships with teams • Implement employment practises and policies that ensure compliance with relevant legislation and accreditation • Comply with Work Health and Safety legislation, policies procedures and reporting requirements • Participate in a range of activities, committees and working groups within the service and provide progress reports as required. • Assist with the development and delivery of quality and safety training, including sourcing suitable external providers where appropriate 	20



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<p>Support the maintenance of documentation including:</p> <ol style="list-style-type: none"> 1. Incidents, accidents and complaints 2. Management of hazards 3. Quality and safety compliance and continuous improvement 	<ul style="list-style-type: none"> • Prepare and review quality and safety reports to identify gaps or trends that inform continuous improvement • Coordinate hazard audits • Assist in the preparation of documentation for meetings • Support CI processes and activities • Actioning and follow up of scheduled quality activities e.g. audit program, surveys. • Input into the CI plan including follow up of issues with relevant manager. • Timely collation and presentation of monthly data for dashboard reporting e.g., complaints, incidents, accidents and hazards. 	20
<p>Support and attend regular meetings of Work Health and Safety (WHS) Committee</p>	<ul style="list-style-type: none"> • Regularly report on progress of the WHS committee • 	20
<p>Support service evaluation and review processes</p>	<ul style="list-style-type: none"> • Support the development and implementation of improvement initiatives. • coordinate the use of audit and survey tools to enable service evaluation. • Collect, collate, analyse and report service activity and performance data as required to inform, plan and implement improvement activities. • Provide support in the planning, implementation and evaluation of service improvements. • Support staff education on relevant clinical safety, quality and work health standards. 	20
<p>Service accreditation/re-accreditation</p>	<ul style="list-style-type: none"> • Contribute to the development, review and implementation of relevant policies and procedures regarding empowerment of clients through person-centred service delivery. • Support the preparation for accreditations 	20

KNOWLEDGE, SKILL AND EXPERIENCE REQUIREMENTS

<p>Education/Qualifications</p>	<ol style="list-style-type: none"> 1. Experience in supporting quality systems/activities. 2. Knowledge of current quality and risk practices in the health, community services and other relevant sectors
<p>Computer/Software</p>	<p>Office 365, Salesforce</p>



Position Description

General

- Well-developed verbal and written communication skills.
- Proven interpersonal and people skills.
- Establish and maintain harmonious working relationships with a wide range of people.
- Ability to work autonomously and as part of a team.
- Ability to analyse data and problem solve.
- Ability to review systems and processes for improvement.
- Well-organised, able to undertake a structured approach to tasks.
- Able to prioritise work and meet timelines.
- Ability to initiate, develop and engage in quality projects.
- Able to influence change.

WORKPLACE HEALTH AND SAFETY

The Employee is responsible and accountable for:

- Compliance with workplace health and safety policies and procedures for risk identification, risk assessment and risk control. Refer WHSP01 Work Health & Safety; WHSP07 Smoking, Drugs and Alcohol.
- Active participation in activities associated with the management of workplace health and safety.
- Identification and reporting of health and safety risks, accidents, incidents, injuries and property damage at the workplace. Refer WHSP05 Incident and Accident Reporting Management.

QUALITY MANAGEMENT

The Employee is responsible and accountable for:

- Familiarity and compliance with all Company Policies.
- Active participation in training activities associated with Company Policies.
- Supporting the Continenace Foundation's commitment to quality improvement and contributing to the achievement of contractual deliverables.

This position description has been designed to indicate the general nature and level of work performed by employees within this position. It is not designed to contain or be interpreted as a total inventory of all duties, and responsibilities that may be required of employees assigned to the role.

EMPLOYEE DECLARATION

I

(Applicant's Name)



Position Description

hereby understand and accept the conditions of the position description as detailed herein for the position of

(Position)

Applicant's signature

Date