

POSITION DETAILS

Position Title:	Quality and Compliance Coordinator
Division:	Community Services
Reports To:	Quality and Compliance Manager
Responsible to:	General Manager
Location:	Head Office

MAIN PURPOSE OF POSITION

Reporting to the Quality and Compliance Manager, the Quality and Compliance Coordinator is responsible for the administration of our performance targets related to the Quality Review project.

KEY ROLES AND RESPONSIBILITIES

The Quality and Compliance Coordinator will take a critical role in the administration of supportive restorative actions related to documentation, processes and activities related specifically to the Self-assessment and Quality review process.

- Assisting the Quality and Compliance Manager in monitoring and maintaining quality framework systems that are related to our self-assessment and quality review project targets.
- Support CS staff where needed to achieve compliance in documentation and audit completed files.
- Assisting the Quality and Compliance Manager in managing action plans related to compliance issues identified through the self-assessment process
- Assisting the Quality and Compliance Manager in the monitoring and update the self-assessment and actions plans as required
- Participate in quality assurance and continuous improvement strategies
- Provide support during audits/unannounced and announced visits ensuring all material and evidence is provided
- Support preparation for future Audits if a full audit is announced
- Assisting the Quality and Compliance Manager in completing progress reports on Action plans and compliance activities to the General Manager
- Activities and responsibilities may evolve following the findings of the Quality Review
- Maintaining accurate records and registers;
- Reception relief when required;
- Other duties in line with the philosophy and objectives of Co.As.It. as directed by the Quality and Compliance Manager;
- Independently follow-up on tasks delegated to CS, CHSP and SSG Staff to ensure Quality and Compliance standards are met, this includes; collating monthly statistics for reporting
- Assist the Quality and Compliance Manager to conduct the Feedback and Complaints Questionnaire (3 months after a complaint is lodged)
- Liaise with the Clinical Care Coordinator to receive regular clinical governance updates (particularly with respect to wound management)

KEY INTERNAL AND EXTERNAL RELATIONSHIPS

The Quality and Compliance Coordinator needs to build extensive networks and strong consultative relationships within the organisation as well as externally with other services in the community and aged care sector.

These relationships include:

- The Co.As.It. Board of Directors, the General Manager and the senior management team;
- Staff within the Community Care Division, including Coordinators and Community Care Workers;
- Finance Team;
- People & Culture Team;
- Staff across Co.As.It. generally to work collaboratively and exchange information;
- External service providers;
- General Public.

DECISION MAKING

The position is fully accountable for the quality, integrity and accuracy of the advice provided and work performed.

Decisions that can be made by the position holder include:

- Day-to-day decisions relating to home care services;
- Content of advice and information provided to the Quality and Compliance Manager.

Decisions that are referred to a supervisor include:

- Any decision which will substantially alter the outcomes, timeframe or funding requirements of individual projects
- Approval of Departmental reports, tenders and annual work plans
- All expenditure
- Matters requiring submission to the Board of Directors.

KEY PERFORMANCE CRITERIA

Broad indicators:

- Be personally guided by the values of the organisation;
- To arrive at work on time and to advise manger/supervisor of lateness or absences as soon as practicable;
- To follow all procedures in relation to health and safety and to view the health and safety of others in the work place as paramount
- To represent Co.As.It. positively
- Manager/supervisor kept informed of key issues
- High level cooperation with other staff, teams and divisions.

Position Specific indicators:

- Service standards are set and met according to program requirements
- Service Delivery policies and procedures updated

- Systems in place with procedures developed and documented regarding reablement and wellness
- Clients' documentation developed/ maintained as per legislative requirements.
- Complaints and Compliment register is maintained. All complaints are resolved proactively and within the agreed timeframe.
- Internal audit processes developed
- Identified high-risk areas and program gaps addressed within agreed timeline.
- Policies and practices maintained and recommendation relevant to review submitted.
- Conduct trend analysis based upon data acquired (particularly with respect to incidents, risks and complaints)

SKILLS, KNOWLEDGE AND EXPERIENCE REQUIRED

- Demonstrated understanding of Co.As.It.'s role within the community and the functions of each area;
- A sound understanding and experience in service review and development.
- Experience in working with and sensitivity to the needs of people from culturally and linguistically diverse backgrounds;
- Excellent oral and written communication in English;
- Desirable: good oral communication in Italian;
- Well-developed organisational skills, including a demonstrated ability to work effectively in a busy environment, prioritise tasks and meet strict deadlines;
- Highly-developed computing skills including experience with Microsoft Word, Microsoft Excel, databases, email and the Internet;
- Highly effective interpersonal and communication skills;
- Consistency, accuracy and accountability in undertaking tasks, and maintaining records
- An ability to show initiative, and to work independently;
- Demonstrated knowledge of administrative processes;
- Ability to meet deadlines on a daily basis and manage competing priorities and tasks;
- Understanding of, and commitment to, Work Health and Safety, Equal Employment Opportunity, ethical practices and the Ethnic Affairs Priority Statement.

VERIFICATION

This section verifies that the position holder and supervisor have read the above position description and are satisfied that it accurately describes the position.



POSITION HOLDER

Signature..... Date.....

SUPERVISOR

Signature..... Date.....