



Northern District Community Health

"Healthy, empowered and connected people in our rural communities."

POSITION DESCRIPTION

Private & Confidential

Position:	Quality Governance Officer
Staff Member:	VACANT
Location:	Kerang or other NDCH sites as required.
Job Status:	Full time
Award:	Health and Allied Services-Managers and Administrative Workers-Victorian Stand Alone Community Health Services Multi-Employer Enterprise Agreement-2022-2026
Classification:	HS2
Hours per fortnight:	Full Time
Conditions:	Conditional on Funding.
Position Created:	September 2023
Last Review:	
Next Scheduled Review:	June 2024

Document Title: Quality Governance Officer

Reviewed by: CW, MH, RG

Version: 2023 **Effective Date:**

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Line of Management:	
Reports To:	Chief Executive Officer GM – Corporate Services Quality Governance Leader
Supervises:	Nil
Internal Liaisons:	All NDCH Staff Quality Mentors Community Reference Group General Manager – Community Health General Manager – Corporate Services
Education, Qualifications & Experience:	
	<ul style="list-style-type: none"> • Experience working in an administration, office-based position. Previous experience working in the aged care, disability or community health sector would be an advantage. • High level of computer, clerical, word processing, record keeping and communication skills. • Understanding of quality governance including continuous quality improvement and compliance in aged care, disability or community health.
Key Selection Criteria:	
	<ul style="list-style-type: none"> • Demonstrated ability to work independently and as a member of an inter-disciplinary team. • To provide high-quality, efficient, and timely information to staff when required. • Excellent communication skills – written (including ICT), verbal and presentation. • To display sound organisational skills and the ability to manage varying demands while ensuring deadlines are met. • Experience and skill in quality governance, continuous quality improvement, risk management, auditing, self-assessment and accreditation against health state and federal guidelines and standards. • Experience and skill in policy review and development. • Good organisational and time management skills are essential to manage time, prioritise, organise and plan own work. • Must have good verbal communication skills and the ability to gain co-operation and assistance from staff in line with NDCH Culture. • To have well developed organisational and communication skills and to function at all times with tact and diplomacy. • An awareness and sensitivity to needs and understanding of staff, clients, and general community.

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- Initiative and self-motivation are essential skills in this role.
- An enthusiastic and empathetic approach to people.
- Demonstrated ability to provide and maintain a courteous and professional service to all individuals and groups using NDCH at all times.
- To display sound organisational skills through efficient time management and professional responsibility.

Demonstrate an ability to prioritise workload appropriately.

Purpose of this Position:

- The Quality Governance Officer will support the Quality Governance Leader to ensure matters relevant to the organisation's continuous quality improvement and compliance systems (including the NDCH Quality Governance Framework) and working with all levels of the organisation to support quality governance.

Responsibilities Specific to this Position:

- Support the Quality Mentors including attending meetings when applicable.
- Support the Quality Governance Leader in the publication of the Annual Report & Quality Account in line with applicable standards, guidelines and timelines.
- To collect evidence of continuous quality improvement and service systems against quality standards.
- To collect data and analyse data and provide reports as directed by the QGL.
- To contribute to client satisfaction of utilising NDCH through attentiveness to client communications, requests, feedback and service experience, including software as directed by the QGL.
- To support NDCH strategic plans of the Service, ensuring maintenance and fostering of the broader NDCH brand and the compliance to relevant agreements and/or standards.
- Coordinate the development and ongoing review of the suite of NDCH policies, procedures and work practices and engaging staff in the process.
- Coordinate the development and ongoing review of the suite of NDCH forms and engaging staff in the process.
- To support the QGL in the effective coordination of VHIMS portal for NDCH staff.
- Help with the coordination of Accreditation reviews and the preparation leading up to these.
- With the QGL support the Community Reference Group.

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- To undertake specific projects as directed by the QGL.
- To assist teams with client file audits.
- Show evidence that the administrative tasks of your position are completed in an orderly, timely and accessible manner.
- The above is meant to describe the general nature and level of work being performed, it is not intended to be construed as an exhaustive list of all responsibilities, duties and skills required for the position.

Organisational Responsibilities:

- Apply the NDCH risk management framework to all areas of your work, ensuring assessment of risk both within your work and as an employee of NDCH is carried out to minimise as far as is practicable risks that arise.
- Apply the principles of working within a diverse workplace and with a diverse community, applying the fundamentals of the NDCH Diversity Policy, the Charter of Human Rights, and the United Nation's Convention on the Rights of the Child.
- To always work within the NDCH culture, encouraging and supporting other staff to do so as well.
- To comply with NDCH Codes of Professional Conduct & Ethics.
- To actively participate, as part of an inter-disciplinary team, in a cooperative manner to enhance the team functioning including in Team Meetings.
- To work within a continuous quality improvement framework and support the agency's quality review processes, including internal systems auditing.
- To participate in annual professional development, including review of position description.
- In keeping with the principles of the Victorian Government's Child Safe Standards, embed within NDCH an organisational culture of child safety through effective leadership, and to always perform duties of this role within those standards.
- To be knowledgeable of and work within the suite of policies and procedures of NDCH, as well as NDCH's vision, mission and values.
- Be supportive of the broader NDCH team and encourage problem solving when issues arise within the culture of NDCH.
- Maintain a congenial, respectful working relationship with all colleagues as per the NDCH culture.
- If you disagree with Management on work-related policy, direction or activities, discuss your concern with your Team Leader in an appropriate setting.
- Contribute as a member of a multidisciplinary group to the success of your team
- Attend meetings and contribute to decision making and problem solving.
- Inform your Team Leader of emerging issues that relate to you and your teams role function, advising them of your management of caseloads and job tasks towards achieving program targets.

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- Provide reports and documentation to your Team Leader as requested.
- To perform any other duties as delegated by Management or Team Leader as relevant to your position and scope of practice.

Health, Safety & Wellbeing:

- All NDCH staff have a responsibility to ensure their conduct and behaviour towards clients, protects the client's safety and wellbeing at all times.
- It is your duty to take reasonable care of the safety and health of yourself and other persons who may be affected by your acts or omissions in the workplace.
- NDCH is an equal opportunity employer. NDCH is committed to employing people from diverse backgrounds and providing a workplace free from discrimination and harassment.
- All NDCH sites are smoke free workplaces.
- NDCH promotes respectful relationships and gender equality within the workplace and in our communities.
- NDCH has a culture of zero tolerance of violence, especially against vulnerable people, children and women, and takes an active role within the workplace and the community to promote this stance.

Mandatory Checks & Training:

COVID-19 Vaccination Status

NDCH strongly recommends that employees are fully vaccinated and boosted against COVID-19

Drivers Licence

All staff are required to have and maintain a valid driver's licence. Any conditions on your licence should be indicated in your application. Any change to the conditions of your driver's licence whilst employed must be communicated to Management as soon as possible.

National Police Check:

Appointment and ongoing employment is subject to a satisfactory National Police Check and recurring every 3 years. This is mandatory for all Employees.

All personnel of NDCH are required to notify Management as soon as possible of any criminal conviction within Australia or overseas.

International Police Check:

If the applicant has lived overseas for twelve (12) months or more in the last ten (10) years, an International Police Check will be required before commencing in this role.

All staff are required to sign a statutory declaration in regards to ever having, since the age of 16 years, been a citizen or resident of any countries other than Australia and been convicted of murder or sexual assault or convicted of and sentenced to imprisonment for any form of assault.

Working with Children Check (WWCC):

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It is a requirement of NDCH that all employees undergo a Working with Children Check in accordance with the Working with Children Act 2005 (amended 2016).

Child Safe Standards Training

All staff are required to undertake the Child Safe online module with the Centre for Excellence in Child and Family Welfare to gain the knowledge and skills necessary to embed the child safe standards into their practice. This will be undertaken after commencement in your role with update opportunities made available.

Family Violence Training

NDCH provides training opportunities for staff under the Strengthening Hospital Responses to Family Violence and, for those staff who work 1:1 with clients, Child (CISS) and Family Violence Information Sharing (FVISS) Schemes.

NDIS & Aged Care

All staff working in disability and/or aged care services are required to sign their commitment to work within the Aged Care Quality & Safety Commission Code of Conduct and/or NDIS Quality & Safeguards Commission Code of Conduct, even if their role does not require them to provide specific supports.

Those staff working in specific disability services (NDIS) are required to undertake any training to understand and meet their obligations under the NDIS Practice Standards and other NDIS rules.

Signed in Acknowledgement:

Employee:		/ /20
Manager:		/ /20

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