



Position Description

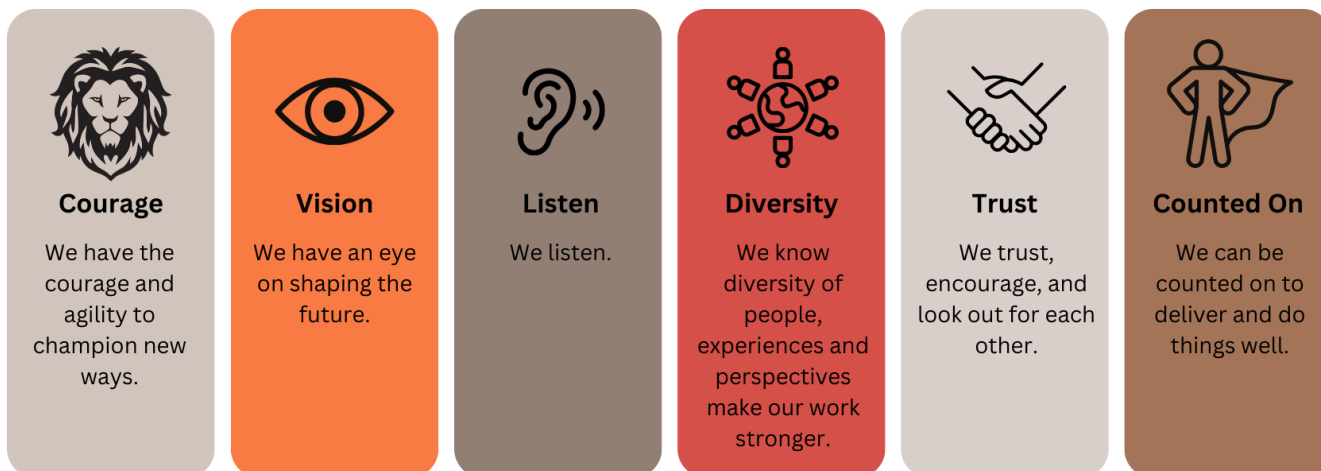
Position:	Quality and Clinical Governance Manager
Award of EBA:	Health and Allied Services-Managers and Administrative Workers-Victorian Stand-Alone Community Health Services Multi-Employer Enterprise Agreement-2022-2026
Classification/Grade:	HS5
Department:	Quality Governance
Reports to:	General Manager of Community Health
Direct Reports:	Quality Governance Officer Information and Data Officer

About Us

At Northern District Community Health (NDCH), we're not just a workplace; we're a community committed to building healthier, more inclusive rural communities. Our vision drives us forward, guided by values of courage, agility, listening, diversity, trust, and excellence. Here, you'll find more than just a job—you'll find a warm and welcoming environment where mental well-being is prioritised, and flexibility is valued. As a not-for-profit organisation, we offer salary packaging and ample opportunities for career growth, supporting your professional development every step of the way. But our impact goes far beyond the office walls. Through our community care services and active involvement in local community groups, we're making a real difference in people's lives every day. And we don't just talk about improvement; we actively seek feedback through regular surveys, ensuring that every voice is heard and valued. Join us at NDCH, where your work matters, your well-being is a priority, and you're part of a vibrant community dedicated to creating positive change.

Our Values

Our purpose is to improve health and wellbeing and reduce rural health inequity by working across the social determinants of health. Our values are:



About This Role

The Quality Governance Manager plays a crucial role in supporting the General Manager of Community Health in providing leadership, coordination, and direction of the quality and clinical governance framework including incident and feedback management, risk management, and continuous improvement to ensure the appropriate frameworks and systems are implemented to achieve safe, effective, accountable, person-centered care across Northern District Community Health.

Role Key Accountabilities

- To act as the NDCH representative, liaising with external contracted accreditation bodies to facilitate continuous quality improvement including the accreditation process across the range of standards applicable to NDCH.
- To coordinate the functioning of the Leadership & Quality Committee with the Executive Team and other Team Leaders.
- To lead the development and ongoing review of the suite of NDCH policies, procedures and work practices and engaging staff in the process.
- To lead the Quality Mentor Program including supporting the Quality Mentors roles within the organisation.
- To support the Board's Community Reference Group.
- To contribute to client satisfaction by utilising NDCH through attentiveness to client communications including the development, distribution, and collation of results from client surveys, requests, feedback, and service experience, including software.
- To collect data and analyse data and provide reports as required.
- To collect evidence of continuous quality improvement and service systems against quality standards.
- To complete quality improvement standards self-assessment journals as part of the accreditation process.

- To maintain currency of developments in the continuous quality improvement/quality governance field, including undergoing training required to perform this role adequately.
- Analyse VIHMS data to assess for quality and clinical governance improvements.
- Facilitate the publication of the Annual Report & Quality Account in line with applicable standards, guidelines, and timelines.
- To stay up to date with OH&S matters as they affect NDCH, including the sharing of important, relevant information to the team and management as required.
- To provide appropriate information, education, and support to the team regarding OH&S through team forums such as the team meetings and Leadership & Quality Committee meetings.
- To lead and undertake specific projects within the scope set by the Executive Team or funding body as required.
- Provide a clear communication loop between management and team members, particularly on emerging issues, especially those to do with quality and clinical governance and compliance.
- Provide support and mentoring for team members.
- To support the Executive Team as required.

Position Requirements (qualifications, skills, knowledge, and attributes)

- Nationally recognised training in clinical or quality governance (could be provided as a part of induction).
- High level of computer, clerical, word processing, record keeping, communication skills and attention to detail.
- Comprehensive understanding of quality and clinical governance including continuous quality improvement and compliance in community health and community care.
- Training in quality review and accreditation systems applicable to NDCH will be provided, including updates as required.

Key Selection Criteria

- Experience and demonstrated skills in quality and clinical governance, continuous quality improvement, risk management, auditing processes, self-assessment and accreditation against health and community services for both Victorian and Commonwealth service guidelines and standards.
- Experience and skill in policy review and development.
- Demonstrated ability to work independently and cooperatively with team members.
- Highly developed organisational, leadership, and communication skills.
- Engage with all stakeholders with tact and diplomacy.
- Ability to collect, collate, and submit requested data to the Executive, Leadership Team, and prepare reports for the Board and funders.
- Demonstrated skills and experience in risk assessment and change management.

Organisational Responsibilities

- Keep accurate records of the program deliverables as set out in any funding or contract agreement NDCH may hold with the funder and/or other service provider and support the provision of this data in a timely fashion.
- 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.
- All qualified and Nationally Registered professionals are to respect and act in accordance with the laws of the jurisdictions in which they practice. Any professional bodies Codes of Conduct/Ethics/Standards should be interpreted with reference to these laws. The Codes/Standards should also be interpreted with reference to the organisational rules and procedures to which professionals may be subject. The code is not a substitute for requirements outlined in the National Law, other relevant legislation, or case law. Where there is any actual or perceived conflict between the code and any law, the law takes precedence.
- To actively participate, as part of an inter-disciplinary team, in a cooperative manner to enhance the team functioning.
- 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 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.
- Conditional on funding.
- To perform any other duties delegated by Management or relevant to the position.

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 Information, Checks & Training

COVID-19 Vaccination Status:

All NDCH staff have a responsibility to ensure their conduct and behaviour towards clients protects the client's safety and wellbeing at all times.

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 are subject to a satisfactory National Police Check 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.

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):

NDCH requires 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, CISS (Child Information Sharing Scheme) and Family Violence Information Sharing (FVISS) Schemes.

All staff of NDCH are required to complete (or have completed) all training in family violence as relevant and appropriate to their role and to work within the scope of the Family Violence and Child Information Sharing Schemes as legislated in Victoria.

NDIS:

It is a requirement of NDCH that all employees undergo a NDIS Screening Check & are required to sign their commitment to work within the NDIS Quality & Safeguards Commission Code of Ethics, even if their role does not require them to provide specific disability supports.

All NDCH staff 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 Signature

Employee Name (please PRINT IN CAPITALS)

Date

Manager Signature

Manager Name (please PRINT IN CAPITALS)

Date



NDCCH

*“Building healthy,
inclusive and connected
rural communities”.*

