

Position Description Quality and Compliance Manager

EMPLOYEE POSITION DESCRIPTION

POSITION TITLE:	Quality and Compliance Manager
POSITION STATUS:	Part Time 30 hours per week (Tues to Fri)
LEVEL:	To be determined
SPECIAL CONDITIONS:	<p>A Police Clearance is required to be maintained with this position and held current every three (3) years.</p> <p>Current certificate in First Aid and CPR</p> <p>You may be required to work from multiple SimplyCare work sites from time to time and may be required to change work locations in the future (i.e., within the scope of our operations).</p>
KEY POSITION OBJECTIVES:	<p>The position is responsible for ensuring that the organisations risk and compliance frameworks are appropriately developed and effectively managed to ensure compliance with all the legal and regulatory obligations of SimplyCare.</p> <p>This is a new position and depending on the candidate, the role description and responsibilities will develop over time –therefore flexibility and adaptability are a key requirement of the incumbent.</p> <p>In particular, the incumbent will:</p> <ul style="list-style-type: none"> • Work with Senior Management, Client Services Manager, and other staff as appropriate, to provide effective advice and guidance on compliance and risk management issues across the organisation and to ensure all appropriate risk assessments, registers, and records are maintained. • Provide advice on improved practices, risk identification, and early intervention and assist in the implementation. <p>Ensure the mandatory requirements of Support Workers and other staff are met throughout the year to ensure compliance within the Aged Care Quality Standards (ACQS) framework.</p> <ul style="list-style-type: none"> • Be responsible for the administration and oversight of the SimplyCare risk management systems. (Centro Assist) <p>Undertake or be willing to undertake the Infection Prevention Control Lead training to be the responsible person for implementing the requirements set out by the ACQS in relation to infection prevention and control.</p> <p>Attend network meetings and conferences/workshops when requested to do so by the General Managers and report industry updates and changes.</p>
POSITION REPORTS TO:	General Managers

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DISCLAIMER:

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

Key Area	Key Tasks
<p>Risk and Compliance</p>	<ul style="list-style-type: none"> • Be responsible for the organisation's risk management systems and frameworks to ensure that the sophistication of these systems keeps pace with any changes to the risk and compliance profiles. • Be responsible to oversee the food safety program • Coordinate a risk management plan across the organisation and provide advice and guidance to key staff (e.g., Executives, Managers, Coordinators) in the completion of risk assessments, maintaining risk registers, and site safety procedures. • Undertake risk assessment and accident, injury and incident investigations and identify contributing factors to define preventable actions to avoid a recurrence and make recommendations to improve learning, risk identification and early intervention. • When requested undertake risk assessments at clients home at head office and at our cottage respite facility. • Assist the Executives and Management to ensure SimplyCare operations comply with statutory and other requirements relating to OHS, fire safety, industrial relations, ACQS and other legislative requirements. • Recommend to the Executives and other Manager's any ongoing improvements in compliance with the organisation's policies and procedures. Prepare reports, as necessary. • Coordinate and/or deliver, as appropriate, risk management training. • Monitor and manage continuous improvement suggestions and present reports for the GM's and Committee as required on risk management issues and suggested corrective actions. • Manage and be responsible for the ACQS auditing as per monthly calendar and ensure all compliance requirements are met in accordance with industry standards and regulatory requirements.
<p>Occupational Health and Safety & Injury Management</p>	<ul style="list-style-type: none"> • Maintain necessary and up to date knowledge in relevant fields and stay connected with developments in legislation, technical and other guidance material which relates to health and safety within the organisation's existing or proposed activities. • Monitor the organisation's occupational health and safety and COVID safe plans and recommend to Executives and management improvements and update accordingly when necessary. • Recommend, coordinate, and participate in health and safety policy and procedure revision for approval by the General Managers. • Provide reports as required on the overall state of health and safety in the workplace including audits and inspections for the purpose of proactively identifying unsafe practices or conditions including recommendations for rectification. • Coordinate and/or deliver, as appropriate, OHS and Manual handling training and assist in quality and safety practices of staff within in the SimplyCare OH&S policies.

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	<ul style="list-style-type: none">• Maintain the records of all incidents, injuries and work-related illness and support the General Managers in the safe return to work of any injured or sick staff member.• Adhere to the SimplyCare Code of Conduct and the Occupational Health and Safety policy and any associated procedure.
Resource Management	<ul style="list-style-type: none">• Assist the GMO and GMCS in monitoring:<ul style="list-style-type: none">i) All equipment adheres to the organisation's safety and risk compliance standards.ii) All equipment is safe and operational.iii) Regular facility inspections are conducted in collaboration with the Facilities Manager and the findings are reported appropriately.iv) Ensure company vehicle safety inspections are conducted regularly by the Facilities Manager and corrective actions are implemented and updated within the Riskware software.
General Compliance	<ul style="list-style-type: none">• Monitor compliance with all policies and procedures of the organisation and ensure they are regularly reviewed and updated.• Assist key stakeholders across the organisation in coordinating the reaccreditation/quality review process of the organisation against the Aged Care Quality Standards.• Maintaining high quality and effective communication with staff and other stakeholders regarding compliance and risk management matters.• Ensure support staff adhere to correct uniform and compliance within their role including correct hygiene.• Manage information and changes within the Quality Management System (forms, manuals, policies, and work instructions)• Other tasks as reasonably directed by the General Managers.

RESPONSIBILITIES

SimplyCare values its staff and is committed to the principles of our Organisational Values. As a part of the Management team, you play a key role in demonstrating these standards and show integrity in your daily interactions with customers, your managers, colleagues, and other stakeholders.

Caring & Supportive

- Be understanding and supportive of the individual, "to look after each other"
- Be consistent and fair with the treatment of others

Innovative & Creative

- Have the enthusiasm, courage, and support to implement something new and the opportunity to challenge current practice

Transparent & Honest

- Consistency, openness, and integrity in decision making
- Be trusted to take responsibility and ownership for actions
- Use effective channels and systems for communication

Enjoyment & Involvement

- Work with staff who want to be there

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- Share a laugh
- Celebrate achievements

PERSON SPECIFICATION

Skills:

- Strategic thinking and critical thinking skills
- Proven ability to work as an effective leader demonstrating direction, drive, support, and enthusiasm
- High level of interpersonal skills to resolve issues, negotiate agreements, and develop and motivate staff by creating a positive culture.
- Skills in risk, compliance, and leadership.
- Excellent communication skills when consulting with both internal and external stakeholders – verbal, written, visual, digital
- Sound administration of customer databases and production of reports on operational management information
- Advanced analytical and report writing skills
- Organisation and time management skills to organise own work and work of others, to establish priorities and meet deadlines
- Demonstrated ability to effectively interpret, monitor and manage organisational program budgets
- Demonstrated capacity for strategic thinking and leadership in the development of innovative approaches managing risk and continuous improvement principles.
- Innovative ideas to review and analyse situations and procedures recommending and implementing changes where appropriate.
- High level of ability to operate computer software including Microsoft suite of applications.

Knowledge

- Extensive knowledge in social and individual goal planning within the aged care sector and community services
- Knowledge of current and emerging policy directions of the Australian and State Governments social planning and development and community services
- Business Management practices at a senior level in a service environment
- A comprehensive understanding of the not-for-profit sector and aged care industry, locally and nationally
- Risk management
- Budget monitoring and management
- Comprehensive knowledge of programs administered through the Commonwealth Home Support Program (CHSP) and Home care packages (HCP)
- Current local, state, and federal government issues and trends in relation to the provision of community services and associated funding, with the ability to identify needs and attract new funding
- Promotes change in continuous quality improvements
- Sound knowledge of:
 - Mornington Peninsula and its communities

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Relevant legislation and work practices such as the NES and Aged Care Act
Potential funding sources relevant to areas of operational responsibility
Legislation for workplace safety, responsibilities of the employer and employee

Experience/Qualifications

- Tertiary qualifications in Nursing and hold AHPRA registration, Business Administration, Risk Management and/or Auditing or related discipline and/or minimum 5 years experience
- Experience in leading and managing a complex department which delivers a diverse range of community and business facilities
- Experience in the formulation of integrated policy and strategy; and development and implementation of projects and programs in a timely and cost-effective way
- Ability to provide high-level leadership to ensure coordinated, quality, and safe services across all business areas for maximum efficiency and community outcomes
- A strong understanding and application of Australian Risk Management Standards and the Occupational Health and Safety Legislation
- Experience in CHSP and HACCP policy, reporting, National Standards compliance, service delivery and consumer participation and evaluation
- Experience in risk management in a customer services environment
- Experience within a Hospital setting, Community Services area and/ or the Aged Care service delivery area.

Attributes

- High level of personal integrity, confidentiality, and discretion
- Commitment to the organization and shares its values
- Engaging and works well in a team environment, but can also work autonomously
- Community minded.
- Good attention to detail.

Highly Desirable

- Registered Nurse (Division 1) holding current AHPRA registration
- Passionately minded and capable of inspiring and leading a team to excellence.

ACKNOWLEDGEMENT AND APPROVAL

Employee Name: _____

Signature: _____ Date: _____

General Manager Operations: _____ Date: _____