

Employment

Position Description

Position:	Continuous Improvement Officer
Award:	Nurses and Midwives (<i>Victorian Public Health Sector</i>) (<i>Single Interest Employers</i>) Enterprise Agreement 2016-2020 (as amended)
Classification:	Enrolled Nurses Level 3
Status:	As per Contract of Employment
Qualifications:	Current unrestricted registration with AHPRA as a Medication Endorsed Enrolled Nurse Diploma of Nursing or equivalent. Minimum 3 years nursing experience

Position Objective(s)

This position works closely with the Continuous Improvement Team to ensure Lyndoch complies with relevant standards and legislation.

A key focus of this role is to identify opportunities to improve processes, reporting and compliance across all Lyndoch services.

Lyndoch Living Vision

By recognising each person for the individual they are, we will strive to provide them with the specific services, care and support they need to enjoy a lifestyle that is their own – dignified, engaging, fulfilling and rewarding

The Lyndoch Way

To support a positive work environment and culture that we believe will best fit the future we are strategically planning for, “nine pillars” have been identified.

One team

We value and recognise individuality as a vital part of developing a unified voice.

Pride

We support pride and passion in our work and in doing so, we attract others who share our values.

Welcoming workplace

We encourage warm, friendly and respectful interactions across all aspect of our service.

Yes culture

We always start with 'yes' in every deliberation.

Customer service

We ensure that customers feel engaged and valued in every interaction.

Innovation

We will enhance our services and exceed customers' expectations, by embracing innovation and fresh ideas.

Fun and enjoyment

We recognise that fun and enjoyment are critical to success

Social Purpose

Through the social conscience of our staff and consumers we actively engage with causes that impact our local community

Safety

We actively promote safety through the provision of innovative and high quality training, monitoring of risk, and compliance with OHS regulations

Key Result Areas

Accreditation

- Liaise with the Operations Manager – Quality, Risk & Safety to develop systems and processes to ensure compliance with relevant standards and legislation.
- Liaise with the Operations Manager - Quality, Risk & Safety and other managers to seek and provide information.
- Assist in the preparation of the self-assessment documents and the facilities in readiness for accreditation / reaccreditation.
- Maintain an up-to-date knowledge of DHHS and any related standards to ensure operational requirements are met.
- Liaise with the external agencies with regards to scheduling routine accreditations.

Riskman

- Respond to Riskman access requests including administrative and reporting activities.
- Maintain both Riskman quality activity module and incident register records.
- Enter and review all quality activities including improvement logs into the quality improvement module.
- Review all posted incident entries and identify and delegate activities requiring further action to meet reporting and compliance requirements.
- Ensure all identified quality improvement and incident actions requiring follow-up are completed appropriately and in a timely manner.

Continuous Improvement

- Coordinate and oversee survey activities:
 - Satisfaction Survey – distribute surveys, collect and input feedback.
 - Admission Survey – ensure undertaken, forward reminders collect and input data

- Resident satisfaction survey– ensure undertaken, forward reminders collect and input data.
- Collate survey data and prepare reports for quality improvement activities
- Set reminders and follow up the completion of quality improvement actions.
- Feedback:
 - Regularly check suggestion boxes and keep brochures up to date.
 - Spot check audit - reorder brochures as required.
 - Enter feedback into Riskman feedback module
- Identify and contribute to opportunities to improve services, systems and quality outcomes.

Audits and Legislative Alerts

- Maintain registers and monitor compliance:
 - Regularly review Community and Residential Services audit program for scheduled activity forwarding reminders and checking completion and follow up as required.
 - Check completion of required follow-up action/s and forward reminders as required.

General Support

- Preparation of monthly reports for use by management
- Liaise with suppliers for routine purchases and delivery of goods and services as required

Other Duties

- Conduct work in line with all relevant OH&S legislation.
- Participate in mandatory orientation program upon commencement of employment
- Participate in annual performance appraisal.
- Develop and maintain good working relationships with Managers and staff
- Perform any other duties to ensure the efficient operation of the Continuous Improvement Department.

Organisational Relationships

Reports to:	Operations Manager – Quality, Risk & Safety
Supervises:	N/A
Internal Contacts:	All Lyndoch staff, consumers, clients, families
External Contacts:	Members of the Public, Contractors, Suppliers

Specialist Knowledge and Skills

- Advanced computer skills with proficiency in Microsoft Excel and Word.
- A working knowledge of the an accreditation process.
- An understanding of quality management systems, including continuous improvement principles, quality frameworks, internal auditing practice.
- Organisational and time management skills to ensure efficient and effective coordination of workload, including the ability to identify and prioritise actions which impact on quality requirements.
- Well-developed interpersonal, conflict resolution, problem solving, persuasive skills.

Interpersonal Skills

- Excellent verbal and written communication skills and ability to interpret and provide advice in relation to legislation as it relates to Lyndoch Living's compliance obligations.
- Computer literacy skills including the capacity to use and support others in using internet, word processing, database, Excel, and Outlook applications.
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- Maintain a safe working environment by adhering to Workplace Health and Safety policies, procedures and guidelines and by working in a responsible manner to ensure the safety of oneself, other employees, clients and visitors.
- Participate in relevant training to ensure continued professional development for the betterment of the organisation.
- There is an expectation that the role will include direction to perform other duties that must be reasonable in relation to the employee's skills and abilities.

Agreement

I accept and agree to the duties in this Position Description. I understand that this Position Description is to be read in conjunction with the General Terms and Conditions of Employment and I agreed to abide by terms and conditions stipulated therein.

Name (Please print)	
Signature	Date

Authorised by: Director of Nursing
Date: January 2021