

Position Description

Position:	Quality and Compliance Business Partner
Award:	Health and Allied Services, Managers and Administrative Workers (Victorian Public Sector) (Single Interest Employers) Enterprise Agreement 2021-2025
Classification:	As per Enterprise Agreement
Status:	As per Contract of Employment
Qualifications:	A relevant tertiary qualification/previous experience in quality improvement and risk management or other relevant discipline would be highly regarded

Position Objective(s)

The Quality and Compliance Business Partner will monitor the Quality Management Framework for Lyndoch Living to ensure our activities are underpinned by a risk management and continuous improvement approach. The role will ensure that it operates in an environment of compliance and risk minimisation to keep the residential program fully operational and ensure the safety of consumers and staff.

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 aspects 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 the staff and consumers we actively engage with causes that impact the local community.

Safety

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

Key Responsibilities and Duties

- Coordinate all processes of accreditation across all services across Lyndoch
- Ensure quality, accreditation and external audit processes are achieved through formal review processes
- Provide administration support and regular reports on quality and compliance activities and performance to the reporting manager.
- Monitor inputs and outputs of the services incident, hazard, feedback and compliance and risk databases
- Review and update policies and procedures to meet accreditation standards or other legislative requirements
- Oversight of internal audit practices and results including maintaining internal audit findings linked to the Continuous Improvement register
- Support internal initiatives to promote a culture and practice of ongoing quality improvement and risk management
- Collect and analyse data and trends on aspects of quality, risk and safety and report findings that stimulate continuous improvement
- Provide support, advice, expertise and training to committees and working groups in quality
- Assist in the management of formal complaints including written responses to the Aged care quality and accreditation agency as required.

Organisational Relationships

Reports to:	Director - Quality & Continuous Improvement
Supervises:	Nil
Internal Contacts:	All staff, residents, clients, families/carers
External Contacts:	Members of the public, contractors, suppliers and government departments

Specialist Knowledge and Skills

The following knowledge and skills are required to be utilised:

- Knowledge of all legislation and Standards relevant to the service operations
- Understanding of quality management and commitment to continuous improvement
- Demonstrated experience and high level working knowledge and understanding of the relevant Quality Standards.
- Demonstrated understanding of key risks related to the provision of health care and service delivery and the management of risks.
- Demonstrated experience in the successful implementation and planning of quality, safety and risk management systems.
- Demonstrated experience in managing contracts.
- High level of experience in the monitoring and evaluation of quality outcomes.
- Inputting and trend analysis of National Quality Indicators
- Skilled in undertaking root cause analysis
- Turning metrics and data into continuous improvement outcomes
- Experience co-ordinating accreditation processes including self-assessment, associated audits and preparation of relevant documentation.
- High level interpersonal and communication skills, including working successfully across multidisciplinary teams.
- Able to prepare complex reports, write policies and deliver presentations to multiple audiences
- Proven track record of professional experience in healthcare and/or quality management in a related setting

General

- Conduct work in line with all relevant OH&S legislation and in accordance with organisational policies and procedures
- Participate in quality activities within the work area to improve the efficiency of the Department
- 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: Chief Executive Officer
Date: July 2022