



## POSITION DESCRIPTION

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|-----------------------------------|---|
| <b>POSITION TITLE</b>             | Community Care Quality Officer  |
| <b>DEPARTMENT</b>                 | Community Care  |
| <b>REPORTS TO</b>                 | Director Community Care   |
| <b>DIRECT REPORTS</b>             | Nil   |
| <b>AWARD</b>                      | Health & Allied Services, Managers & Administrative Workers (Victorian Public Sector) (Single Interest Employers) Enterprise Agreement<br>or<br>Nurses and Midwives (Victorian Public Health Sector) Single Interest Employer Agreement 2024 – 2028 |
| <b>CLASSIFICATION</b>             | Part time (0.6)<br>HS3 or equivalent (dependent on experience and qualifications)   |
| <b>DATE OF CREATION/AMENDMENT</b> | Jan 2026  |

### ***“Caring for Our Community”***

#### **POSITION OBJECTIVES**

Works with the Community Care team and collaboratively with others across the organisation including the Quality and Innovation team to:

- Monitor ongoing compliance with REDHS Risk Management, Quality and Clinical Governance Frameworks
- Oversee accreditation preparation to enable compliance with relevant requirements for Community Care including Primary Care, Allied Health and In-home care services

#### **RESPONSIBILITIES & PERFORMANCE INDICATORS**

Align system and work collaboratively with the Quality and Innovation team to:

- Ensure optimal Incident Management System administration including Incident report reviews, processing and monitoring of compliance with report finalisation processes
- Policy management system administration and provision of associated support to across Community Care including compliance with policy development and review requirements. Escalate actual / potential policy breaches, particularly when managing incident reports and when coordinating forms and publications processes.
- Support administration of the Legislation Management system, monitor compliance and escalate actual or potential non-compliance.
- Develop and ensure timely implementation of the audit systems for community care
- Undertake accreditation gap analysis and coordinate implementation of associated actions.
- Liaise with Executive and Leadership teams to obtain, process and analyse information and data relevant to Quality improvement for Community Care and prepare reporting templates as required.
- Support internal and external reporting requirements and deadlines.
- Liaise with relevant government agencies to address any issues with required statistical information transmission or receipt and any technical difficulties with uploads.
- Prepare comprehensive suite of quality reports prepared for Board and sub-committees, Executive and operational committees
- Liaise with other areas across the organisation to support their quality improvement initiatives
- Survey development, facilitation and collation.
- Consumer feedback recording / distribution.
- Other duties as directed by the Director Community Care.

## QUALIFICATIONS / SKILLS

### Essential:

- Demonstrated ability to work to a consistently high standard
- Highly developed organisational skills, attention to detail and accurate data entry skills
- Ability to work unsupervised and adhere to tight timelines
- Well-developed communication, analytical, time management and organisational skills
- Qualifications and/ or experience in quality assurance and improvement, risk and high-level administration
- Proficient in the use of Microsoft office products, particularly Word, Excel, and Outlook
- Proficient in the use of software platforms utilised in Quality and risk (incidents management systems, etc)
- Proficient in database management
- Demonstrated, well developed customer service skills including complaints resolution
- A positive and enthusiastic team approach and good interpersonal skills
- Clear communication and presentation skills

### Desirable:

- Health industry background;
- Good understanding of quality systems relating to healthcare

## KEY SELECTION CRITERIA

1. Demonstrated ability to work to a consistently high standard
2. Highly developed organisational and analytical skills,
3. Attention to detail and accurate data entry skills;
4. Strong engagement and interpersonal skills.
5. Well-developed communication and time management skills;
6. Well-developed customer service, conflict resolution and negotiation skills,
7. Enthusiastic, able to work in a team environment or independently;
8. Proficiency in Microsoft office products, including Word, Excel, PowerPoint, and Outlook;
9. Experience with database management;
10. Qualifications and/ or experience in office procedures;

## OCCUPATIONAL HEALTH SAFETY & WELLBEING

All REDHS employees have a responsibility to take all reasonable care to prevent incident or injury to themselves or to others in the workplace. Employees are expected to learn and follow approved policies and procedures that apply to their work.

All REDHS employees share responsibility for occupational health and safety (OH&S) with specific responsibilities and accountabilities allocated to positions with REDHS organisational structure.

All REDHS employees also have responsibility to the National Safety and Quality Standards (NSQHS) ensuring the effective and safe delivery of healthcare services.

Any employee who fails to meet their obligations concerning health and safety may, depending on the circumstances, face disciplinary action up to, and including dismissal.

Employees have a responsibility to comply with all relevant OH&S management system Policies, Procedures and programs. This includes REDHS Injury Management Policy and Procedure.

Specific employee responsibilities include:

- Looking after their own health and safety and of others in the workplace.
- Following safe work practices and using personal protective equipment as required.
- Participate in OH&S consultation and OH&S training initiatives.
- Report any accidents, incidents, injuries, 'near miss incidents, safety hazards and dangerous occurrences, assist with any investigations and the identification of corrective actions.
- Cooperate with managers and supervisors so that they can meet their OH&S responsibilities.
- Don't willfully interfere with or misuse anything provided in the interest of health and safety or willfully put anyone at risk.
- Perform only those tasks for which they have received appropriate training and instruction.
- Ensure that they understand and comply with those responsibilities which apply to them while performing their duties at the workplace.
- Participate in emergency evacuation exercises.

To ensure a healthy and safe work environment for employees and our clients, smoking is not permitted on hospital grounds, in buildings and offices, or in any vehicle.

## **HEALTH SERVICE POLICIES AND PROCEDURES**

It is every employee's responsibility to access and have knowledge of the relevant policies and procedures that relate to their employment. All REDHS policies and procedures can be accessed on the Intranet site.

### **"THIS IS ME"**

'This is Me' is a philosophical approach to how we provide care to patients and interact with other customers, including colleagues. 'This is Me' is based on the principles of respect, value of the individual, and the need to deliver service in an environment that supports peoples' physical, emotional, social and psychological needs utilising Montosorri actions. 'This is Me' is underpinned by a culture of collaboration and partnership and all staff of REDHS are required to adhere to these principles.

## **RISK MANAGEMENT**

REDHS supports an Organisational philosophy that ensures risk management is an integral part of corporate objectives, plans and management systems. Staff are to be accountable for risk management through organisational, team and individual performance objectives that are within their span of control.

## **PERFORMANCE MANAGEMENT**

It is a condition of employment that employees participate in the Performance Management Planning and Review program – REDHS People Excellence on a regular basis.

## **QUALITY IMPROVEMENT**

Each employee has a responsibility to participate and commit to ongoing quality improvement activities.

## **EMPLOYMENT PRINCIPLES**

REDHS is committed to the employment principles that reinforce the public sector values. These principles ensure:

- Employment decisions are based on merit
- Employees are treated fairly and reasonably
- Equal employment opportunity is provided
- Human Rights are upheld in accordance with the Charter of Human Rights & Responsibilities Act 2006
- Employees have a reasonable avenue of redress against unfair or unreasonable treatment

## VALUES & BEHAVIOURAL GOALS

Employees are required to comply with REDHS Values. The way we behave in the workplace and the manner in which we undertake our job is as important as how we perform the tasks for our role. We expect that all employees will embrace the REDHS Values and demonstrate these in their daily work.

|          |                       |   |
|----------|-----------------------|---|
| <b>R</b> | <b>Reliability</b>    | Being trustworthy and performing consistently well  |
| <b>E</b> | <b>Engagement</b>     | Working collaboratively with people to address issues and create opportunities to bring about positive change |
| <b>D</b> | <b>Diversity</b>      | Understanding that each individual is unique and respecting our individual differences                        |
| <b>H</b> | <b>Hospitality</b>    | Receiving and treating all people in a warm, friendly, generous way   |
| <b>S</b> | <b>Sustainability</b> | Meeting our current needs without compromising the ability of future generations to meet their needs          |

## ADDITIONAL REQUIREMENTS

This position description is subject to review and amendment at any time, as appropriate and approved by the relevant Manager. Any such amendments will be made in consultation with the affected employee(s).

Appointment is subject to a satisfactory Staff Immunisation clearance and a satisfactory Police Records Check, Working With Children Check and where required an NDIS Worker Screening Check prior to commencement.

Statements included in this Position Description are intended to reflect the general duties and responsibilities of this position and are not to be interpreted as being all inclusive.

An interim performance development and review discussion will occur with the employee's manager within three months from the commencement date and annually thereafter. Performance reviews are intended to be a positive discuss, outlining the key roles and responsibilities in the Position Description. The performance review discussion provides an opportunity to clarify the role, revise key performance activities and identify any objectives or goals for the year ahead.

## ACCEPTANCE OF THE POSITION

I understand, agree to and accept the role as outlined in accordance with this position description.

Name (please print): \_\_\_\_\_

Signature: \_\_\_\_\_ Date: \_\_\_\_\_