

POSITION DESCRIPTION

Quality Coordinator – Service Delivery

ABOUT UNITING

Our purpose: To inspire people, enliven communities and confront injustice.

Our values: As an organisation we are **Imaginative, Respectful, Compassionate and Bold.**

At Uniting NSW.ACT is responsible for the social justice, community services and chaplaincy work of the Uniting Church in NSW and the ACT.

We provide care and support for people through all ages and stages of life, with a focus on people experiencing disadvantage and vulnerability. Our purpose is to inspire people, enliven communities and confront injustice.

We value diversity and always welcome everyone exactly as they are. We are **one of Australia's largest and most trusted Service Providers for Children, Youth and Family programs** which is made up of a team of **diverse, purpose-led people** who really are making a difference to the world around them.

Our Uniting Recovery program is a lead provider for many community service programs across Sydney which support people to lead fulfilling and independent lives through the delivery of services, education and training which are person-centred, and recovery focused.

ABOUT THE ROLE

Role Purpose

This role is responsible for the coordination of the quality program, which may include Workplace Health and Safety (WHS) and ANACC systems and processes, within the home(s) allocated.

This is a local service leadership role that requires a staff member with skills in mentoring and education, communication, and computer literacy. Ongoing operational support will be provided to Continuous Quality Improvement (CQI) coordinators from key staff such as quality improvement specialist and quality improvement lead.

You will be an integral member of the homes delivery team in the reporting to the Service Manager of the home(s) allocated through the following:

You will be an integral member of the home through your subject matter expert leadership as well as being a key member of the wider network of quality team members across the region. You report directly to the Service Manager of the home to which you are allocated. As part of your role, you are required to:

- Maintain a high standard of conduct and work performance based on Uniting's values to promote our reputation with key internal and external stakeholders
- Ensure integration and collaboration across Uniting programs to deliver seamless and impactful end to end services with the customer at the centre
- Actively engage and participate in the performance management framework and review processes at Uniting
- Act in a manner which upholds and positively reflects the Uniting Code of Conduct and Ethical Behaviour
- Contribute to a culture of openness, feedback and productivity.

- Model, communicate and act in ways that are consistent with our values of Bold, Respectful, Imaginative and Compassionate.
- Always take care of the safety of yourself and others and undertake work in a safe manner in accordance with policies, procedures and instructions (written or verbal) and in adherence to WHS policies and procedures.
- Actively contributes to a safe and supportive working environment that is inclusive of all staff through celebrating their nationality, cultural background, LGBTI status, abilities, gender and age.

As the Quality Coordinator, your role specifically will:

- Monitor and coordinate the adherence to the homes audit schedule as guided by the Quality Specialist.
- Ensure monthly audit tools are completed as delegated by the service manager.
- Provide assistance, relevant explanation sheets and advice to staff when delegating audits for completion.
- Conduct interviews as per the program guidelines and populate the data into the online system.
- Emails the online surveys to the targeted polling groups as directed. Monitor's completion rates and when required use alternate methods the close the gap.
- Supports the accuracy in the populating of the National Aged Care Mandatory Quality Indicator Program (NACMQIP) data for each government submission.
- Collate all audit and clinical indicator results.
- Consider content from audits, surveys and other data gathering and contribute suggestions for the plan for continuous improvement.
- Contribute to the self-assessment process for relevant Accreditation Standards to support the organisation's preparedness for Aged Care Quality & Safety Commission (ACQ&SC) audits.
- Promotes quality program results to staff and residents.
- Ensures promotional materials and other regulatory required documentation is accessible and displayed appropriately onsite. This includes updating regular brochures, letters, and notices as well as information visible on noticeboards.
- Maintains Service CQI folder with current relevant evidence (CQI Plan, results, action plans), in conjunction with deputy service manager (DSM) and/or service manager. Ensures this folder is available for resident and staff review prior to their regular meetings.
- Reviews action plan regularly with manger to ensure agreed planned actions are monitored and desired outcomes are achieved.
- Assists/ provides manager/ DSM with required data for monthly reports.
- Promotes quality improvement processes and encourages staff to provide feedback and ideas on initiatives for improvement.
- Monitors feedback and complaints, including positive feedback and actions as required.
- Works with the Quality Specialist, Care Coach, Business Support (AN-ACC) and WHS Business Partner to identify gaps in knowledge and initiate coaching via toolbox talks, policy and procedure coaching and or recommend to the service manager allocations of other Ulearn or other modules available for distribution.
- Checks all actions implemented for impact and tests outcomes for both success and sustainability over time.

ABOUT YOU IN THE ROLE

As an employee of Uniting you will celebrate diversity and welcome all people regardless of lifestyle choices, ethnicity, faith, sexual orientation or gender identity.

Your directorate: Seniors
You'll report to: Service Manager

YOUR KEY CAPABILITIES

Individual leadership

- **Improving performance** - Works with others and offers suggestions to find ways of doing the job more effectively.
 - **Owning the job** - Takes ownership for all responsibilities and honours commitments within their own role and strives to achieve goals with a "can-do" attitude to levels of excellence.
 - **Perseverance** - Remains committed to completing the job in the face of obstacles and barriers.
 - **Timeliness of work** - Sets achievable timeframes and works to complete projects, tasks and duties on time.
- ### Business Acumen
- **Organisational Operation** - Displays awareness of Uniting's business objectives and understands how personal objectives relate to those objectives.
 - **Organisational Objectives** - Has broad awareness of Uniting's vision and values and how they apply to issues in the team.
 - **Develops and Grows the Business** - Understands team and organisational goals and works collaboratively with Team Members to achieve organisational goals.
 - **Makes Sound Decisions** - Analyses problems, seeks input from relevant people and then takes appropriate action to implement the most effective solution in a timely manner.
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QUALIFICATIONS & EXPERIENCE

Qualifications:

Certificate IV Individual Support or equivalent in relevant discipline (e.g. Quality/WHS) and/or equivalent experience relevant to the field of work

Experience:

Typically, this role will require three or more years' experience in your field of expertise. You will have excellent written and verbal communication skills, be organised, systematic, thorough, accurate and disciplined. You will continue to develop in your area of expertise and be expected to provide innovative ideas to solve problems in your discipline. It is expected that you will possess good skills at navigating a complex organisation, forging relationships, and managing through influence rather than direct authority as required.

Even better:

- ACQ&SC
- Food safety qualification or experience
- Data analysis skills.
- Qualifications in auditing
- Experience with WHS systems
- Understanding of funding systems in aged care
- Solid knowledge of Aged Care Standards

Employee Name:	Click here to enter text.	Manager's Name:	Click here to enter text.
		Title	Click here to enter text.
Date:	Click here to enter text.	Date:	Click here to enter text.
Signature:		Signature:	