

Able Australia is a leading provider of disability services for adults and community supports for seniors. We are a diverse not-for-profit organisation offering a broad range of high quality services to enable those we support live the life they choose.

Established 50 years ago we have grown from providing help to the deafblind community, into an innovative and diverse organisation with varied service offerings. Our mission is to build on our heritage and empower the individuals we support to reach their potential by living our values of trust, kindness, respect and excellence every day. We strive to provide the best quality care in a long term partnership with our clients and their loved ones.

Our passionate staff and volunteers proudly assist those we support to reach their full potential. We currently provide services in Melbourne, Tasmania, ACT and SE Queensland.

Position Title:	Quality & Compliance Advisor
Contract Status:	Fixed Term Contract - 10 months Full-time (76 hours a fortnight), will consider Part time
Location:	National Office: 413 Canterbury Road, Surrey Hills, Victoria
Award / EBA:	N/A
Reporting to:	National Manager, Quality & Innovation
Date Approved:	March 2023

1. Position Summary

1.1 Job Purpose

The Quality and Compliance Advisor will be an integral member of the Quality and Innovation team to support the delivery of Able Australia's Quality Governance Framework.

This position will ensure a robust Quality Management System inclusive of best practice standards; audit; monitoring and reporting; and continuous quality improvement to achieve optimal outcomes.

Key focus areas for this role will include:

- Ensuring systems and practices align to legislative, regulatory requirements and best practice
- Contributing to the achievement of outcomes against the NDIS Quality & Safeguarding Framework
- Developing and managing the internal and external quality audit program
- Leading organisational-level quality improvement projects to deliver sustainable outcomes
- Analysing, and reporting against key quality metrics.

As a clinician you will provide clinical knowledge and expertise to improve clinical care & outcomes for clients of Able.

Critical to the success of this role is building professional relationships with internal and external stakeholders and building the capability of Able Australia's staff.

1.2 Key Result Areas

To support good quality governance through the implementation of the Quality Governance Framework across the organisation.

Contribute to the successful delivery of the Quality and Innovation Business Plan.

1. Develop and maintain the Quality Management System

- Develop, document and implement a quality management system (QMS) that reflects industry best practice;
- Support a culture of quality and continuous quality improvement;
- Build organisational capability & capacity related to the QMS; and
- Monitor and review the QMS to deliver continuous improvement.

2. Ensuring systems and practices align to legislative, regulatory requirements and best practice

- Contribute to the development, implementation and management of a system to track legislative and regulatory compliance; and
- Ensure roles and responsibilities are clearly aligned with structure and delegation.

3. Manage the Internal and external quality audit program

- Develop and maintain external audit functions to meet industry standards, regulations, legislation and contractual compliance requirements;
- Coordinate accreditation cycles including NDIS Practice Standards and Aged Care accreditation;
- Develop and manage the internal quality audit program;
- Ensure that audit/assessment outcomes are reported on and addressed in a timely manner; and
- Develop and maintain professional and positive relationships with external auditors and funding agencies.

4. Contribute to the achievement of outcomes against the Quality & Safeguarding Framework

- Measure current practice against the Q&SG and NDIS requirements and identify gaps;
- Lead continuous improvement activities to deliver quality care outcomes; and
- Build capability of the organisation to meet new Q&SG requirements.

5. Lead organisational-level quality improvement projects.

- Build organisational capacity and capability including empowering staff to deliver local improvements;
- Promote a culture of continuous quality improvement;
- Utilise best practice and data to drive improvement;
- Lead continuous improvement projects through the use of co-design, change & project management strategies to deliver sustainable outcomes; and
- Evaluate outcomes for sustainability.

6. Incident and complaints management,

- Ensure strong governance and manage conflict of interest;
- Lead the management of the incident and Complaints management system and processes for the organisation;
- Responsible for the coordination of responses and resolution of complaints
- Use investigation techniques, conduct investigations into incidents and complaints;
- Promote a consumer focused approach to incident/complaint investigation

- Build organisational capacity through developing a structured learning and development program;
- Promote a culture of reporting through demonstrating strong leadership; positively influencing teams and individuals; and clearly communicating with staff;

7. Analysing, and reporting against key quality metrics.

- Contribute to the establish quality KPIs;
- Analyse data to identify trends and areas of high and low performance; and
- Measure and report on quality parameters and improvement activities.

Direct Reports

- Nil direct reports. The ability to work with and influence others will be critical to the success of this role.

2. Selection Criteria:

2.1 Knowledge, Skills and Experience

- Skills and experience as a clinician or proven experience in a similar role;
- Proven understanding of the NDIS Quality and Safeguarding Framework & Aged Care Quality and Safety Commission
- Demonstrated experience in Quality Management;
- Analytical skills and the ability to present information in a user friendly manner;
- Experience in project and change management to deliver sustainable change;
- Ability to critically evaluate and analyse issues and execute targeted solutions;
- Ability to work independently and as part of a team to achieve objectives; and
- Competent in the use of Microsoft Office Software.

2.2 Key Personal Attributes

- Highly resilient and can lead and deliver outcomes in an ambiguous and changing environment;
- Strong interpersonal skills and experience in partnering;
- Collaborative decision maker with strong customer focus;
- Effective communicator across all levels of the organisation;
- Well-developed presentation, written and verbal communication skills; and
- Ability to navigate and deal effectively with various internal and external stakeholders to enable achievement of outcomes.

2.3 Qualifications:

- Qualifications in management; policy; project management; public health; education or other relevant field is desirable;
- Working knowledge of the disability or mental health sector or related field.
- Desirable - AHPRA / Registered Clinician or Registered Nurse, Div 1 Nurse, Enrolled Nurse or equivalent

3 Performance Review:

This position description broadly outlines the requirements of the role. All Able Australia positions must also demonstrate an understanding and adherence to all relevant Able Australia policies and procedures and must successfully complete Able Australia's pre-employment online training program. All Able Australia staff also require a specific performance agreement – a set of key result area (KRA) related performance goals, but grounded on site specific/local needs, with measures for a specific period (typically 12 months). Progress of that agreement is reviewed regularly with the employee's manager.

I, _____ have read, understood and agree to comply with this position description.

Signature: _____ Date: _____