

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:	National Quality & Safeguarding Advisor
Contract Status:	Fulltime (Consider PT 0.8 or job share)
Location:	Hobart, Tasmania
Award / EBA:	N/A
Reporting to:	National Head, Quality & Innovation
Date Approved:	Jan 2021

1. Position Summary

1.1 Job Purpose

The National Quality and Safeguarding Advisor will be a clinician, able to support the delivery of Able Australia's Quality Governance Framework as a part of the Quality and Innovation Team.

This position, reporting to the National Head of Quality and Innovation, will ensure a robust Quality Management System inclusive of: best practice standards; audit; incident/complaint investigation & follow-up; monitoring and reporting; and continuous quality improvement to achieve optimal outcomes.

Able provides services across Qld, ACT, Tas and Vic and as such this role will have a National focus and may require some travel. This role will be our Tasmanian representative.

Key focus areas for this role will include:

- Lead for management of incident and internal/external feedback, holding the complaints officer role for the organisation
- Ensuring systems and practices align to legislative, regulatory requirements and best practice
- Contributing to the achievement of outcomes against the NDIS Quality & Safeguarding Framework, as part of an integrated Quality and Innovation Team
- Building internal capability and managing external partnerships

- Leading organisational-level quality improvement projects to deliver sustainable outcomes
- Analysing, and reporting against key quality metrics.

In addition, 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. Travel across sites and states will be required in order to promote the QMS and interact with the wider Able Quality and Innovation team, who are based in Melbourne.

1.2 Key Result Areas

To support the delivery of effective 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. Ensuring systems and practices align to legislative, regulatory requirements and best practice

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

2. Incident and complaints management, including holding the organisational complaints officer role

- Ensure strong governance and manage conflict of interest;
- Lead the management of the incident/feedback management system and processes for the organisation;
- Responsible for the coordination of responses and resolution of complaints;
- Using clinical skills and 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;
- Establish, monitor, analyse and report against KPIs for incidents and feedback. Identify patterns and trends and take appropriate action to manage risk; and
- Lead continuous improvement initiatives to ensure adherence to relevant legislative and regulatory requirements and optimisation of outcomes.

3. Develop and maintain the Quality Management System

- Contribute to the continuous improvement of the quality management system (QMS) that reflects industry best practice;
- Support a culture of quality and continuous quality improvement;
- Lead continuous improvement projects through the use of co-design, change & project management strategies to deliver sustainable outcomes; and
- Build organisational capability & capacity related to the QMS;
- Evaluate outcomes for sustainability.

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;
 - Facilitate and oversee reporting requirements to meet 100% compliance; and
 - Build capability of the organisation to meet new Q&SG requirements.
5. **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.
6. **As a clinician you will provide clinical knowledge and expertise to improve clinical care & outcomes for clients of Able.**
- Utilise clinical knowledge, skills and experience to adopt best practice approaches to service delivery
 - Act as an advisor and navigator on clinical related matters
 - Lead clinical related improvements.

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;
- 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:

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

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: _____