



The GEO Group Australia Pty Ltd.

POSITION DESCRIPTION

Position Title	CLINICAL QUALITY COORDINATOR
Reference Number	1.7.13
Department	Health Services
Position Reports To	Health Services Manager
Positions Reporting To This Role	NIL
Work Location And Travel	This position is located at Fulham Correctional Centre on 110 Hopkins Road, Fulham, VIC 3850
Operating Environment	<p>Fulham Correctional Centre is located in Fulham, Victoria, 10 kilometres west of Sale, Victoria.</p> <p>Fulham is a 947 bed medium and minimum security prison for adult remand and sentenced males, including an 84 bed Nalu Youth Challenge community positioned outside the main prison complex. Fulham is currently the largest prison facility in rural Victoria and with approximately 1,000 prisoners released each year, has a strong focus on transitional services and programs.</p> <p>Through investment in opportunities for prisoners to engage in work, education and programs, prisoners are not only held safely and securely but given every chance to turn their lives around. Issues behind much of the crime in our communities – such as violent attitudes, anti-social behaviours and the abuse of drugs and alcohol – are addressed through innovative programs and interventions. At the same time helping prisoners with day-to-day challenges such as developing a “work ethic” by gaining and holding down employment and finding a suitable place to live also help prevent a return to crime.</p>
Position Summary	<p>The Clinical Quality Coordinator leads the Centre’s health-related continuous quality improvement systems and processes to ensure that safe and quality health services are provided.</p> <p>The role coordinates the Centre’s accreditation under the relevant health service accreditation standards and promotes compliance with jurisdictional health-related policies and procedures. The Clinical Quality Coordinator also coordinates the development and</p>

regular review of local standing orders and procedures. The role evaluates practice by co-ordinating auditing and review processes, and introduces improvements to service delivery founded on best practice.

The Clinical Quality Coordinator reports to the Health Services Manager. The role also acts as the Health Service Manager when this role requires backfilling.

Key Accountabilities

- Emulates and exemplifies GEO's corporate values within the workplace, being; integrity, respect, accountable, agile and innovative.
- Coordinates health service accreditation in accordance with jurisdictional requirements including preparing accreditation self-assessments, developing quality improvement action plans, compiling evidence of standards compliance, and achievement of any accreditation recommendations.
- Develops and coordinates an annual health service continuous quality improvement plan, including routine audits and reviews, in consultation with the Health Services Manager, health staff, Health Service Safety & Quality Committee and other key stakeholders.
- Coordinates and develops processes to obtain patient feedback and incorporates identified opportunities for improvement into clinical practice.
- Engages all health staff in quality improvement and accreditation processes and fosters a sense of pride and achievement in the team's accomplishments.
- Coordinates and develops health-service related local policies, procedures and standing orders.
- Supports local clinical governance processes by coordinating agenda preparation for the Health Service Safety and Quality Committee.
- Identifies and reports clinical and corporate incidents and risks.
- Participates in clinical and operational risk management through identifying, reporting analysing, acting upon, monitoring and controlling risks, as required.
- Participates in the National Clinical Governance Committee and ensures that any of the Centre's clinical risks that require head office involvement (risk rating between 15 – 25 on the GEO Risk rating matrix) are included on the agenda and discussed at the meeting.
- Develops and coordinates an annual health staff training plan which includes the achievement of mandatory competencies.
- Provides oversight of the staff's achievement of mandatory competencies and reports back to the Health Service Safety and Quality Committee on overall compliance.
- Undertakes clinical audits, root cause analyses, and review in response to specific incidents and develops recommendations and action plans, as required.
- Supports the Health Services Manager in the achievement of specific service delivery outcomes and key performance indicators.
- Promotes a culture of enquiry, best-practice and contemporary healthcare.
- Acts as the Health Services Manager, when required.
- Undertakes other duties as requested by the Health Services Manager.

FINANCIAL PLANNING

- Operates within the Centre's budgetary processes and requirements.
 - Reports any risks to budget integrity to the Health Services Manager.
 - Contributes to the development of financial corrective strategies, when required.
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WORKPLACE SAFETY & COMPLIANCE

- Co-operates with the employer's efforts to comply with the requirements of the WHS Act 2011. Accept responsibility for the health, safety and welfare of subordinates, inmates, contractors and visitors under the employee's supervision. Comply with the employer's policy and procedures enabling compliance with the WHS Act 2011.
 - Complies with all Company Policies and Procedures and the Governance, Risk and Compliance Manual.
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Key Selection Criteria:**Essential:**

- Current registration with the Australian Health Practitioners Regulation Agency as a Registered Nurse.
- Post-graduate qualifications in health management, clinical practice, quality improvement or risk management.
- Demonstrated experience in leading continuous quality improvement and/or healthcare accreditation.
- Sound understanding of the National Safety and Quality Health Service Standards.
- Extensive experience in a primary health care, outpatients, emergency or other relevant health care settings.
- Demonstrated experience in leadership and collaboration.
- Well-developed oral and written communication skills.
- High level of computer literacy, including the Microsoft Office suite of programs, is required.

Desirable:

- Experience working in a correctional environment.
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Other Requirements of the Role

- Ability to work within a correctional setting, which will involve direct contact with prisoners.
 - Valid and current full Australian driver's licence.
 - Satisfactory completion of a National Criminal History Check.
 - Ability to obtain and maintain a security clearance.
 - Work outside of ordinary business hours may be required on occasion.
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Employee Acceptance/Manager Approval

I acknowledge that the statements included in this position description are intended to reflect duties and responsibilities that I may be required to undertake and are not to be interpreted as being all inclusive.

I have read, understood and accepted the above position description and associated attachments.

EMPLOYEE'S NAME	SIGNATURE	DATE

Director/Manager Approval (of Position Description)

NAME	SIGNATURE	DATE

Master copy lodged with HO (SMT only) ☐

Master copy lodged with department monitor ☐