

## integratedliving

We aim to be the leading provider of health services throughout rural, regional, and remote communities of Australia. Our focus is on delivering better health outcomes for many Australians, supporting them to live independent and active lives. We provide a range of health and wellbeing options, such as aged-care and disability support, for individuals and their families.

## Specific Role Details

Position Title	Quality Partner				
Unit	Governance & Risk	Function	Quality Governance & Compliance	Team	Quality
Unit Purpose	The Governance and Risk Unit contribute to the sustainability and performance of the organisation through governing the organisations system of frameworks, practices, and processes. The team monitors and measures organizational performance, including the extent to which care, and services delivered are safe and quality and benchmarking the organization’s governance, quality, risk and compliance frameworks, metrics, and key performance indicators against legislation, standards, and other frameworks to drive excellence and a risk-based approach to decision making.				
Team Purpose	The Quality team realise service excellence and maintain compliance through an established quality management system, governance, and compliance frameworks. To govern the system of frameworks, practices and processes applied by the organization that results in organizational performance including safe delivery of care and services. Organisational performance is measured internally against the organization’s governance, quality, risk and compliance frameworks, metrics, and key performance indicators and externally against legislation, standards, and benchmarking.				
Position Purpose	Draws upon expertise and experience to develop, implement and evaluate integratedliving’s quality management, and support the organisation to maintain, interpret, implement and comply with legislation, regulatory frameworks and sector standards. Undertakes research, analysis, and evaluation to provide guidance and assistance to support others outside of their team, including the development and application of policy and process to guide business solutions and optimise business and client outcomes. Contributes to the interpretation and implementation of organisational policy and procedure relevant to their expertise, undertakes audits and supports the addressing of audit findings, and analysis of compliance to regulatory frameworks. Provides quality and regulatory expertise to organisational improvement initiatives and strategic projects.				
Location	Home Based, Subject to Operational Requirements		Reports to (position)	Head of Quality, Governance & Compliance	
integratedliving job family	Business Partner		integratedliving pay band or pay grade	Band D	
Accountabilities shared by all Roles					
Supporting Values, Purpose & Strategy	Actively connect to integratedliving’s purpose and values by behaving in accordance with integratedliving values at all times, supporting the implementation of organisational strategy.				
Continuous improvement	Identify opportunities, make recommendations, and implement improvements to processes, systems and work practices, and alignment to integratedliving policy and procedure.				



<b>Compliance and Workplace health &amp; safety</b>	Demonstrate individual accountability for adherence to integratedliving policies and processes and relevant external quality, safety and governance frameworks and regulations. Contribute actively to a safe and respectful workplace.
<b>Anchor Role Accountabilities</b>	
<b>Research, Analyse and Inform</b>	Analyses patterns and trends in business to recommend opportunities for business improvement in area of expertise
<b>Evaluate and Report</b>	Utilise existing systems to develop reports and maintain reporting requirement needs. Develop routine and ad hoc reports as required for business analysis or to inform own work including internal audit reports.
<b>Implement or Support Plans and Initiatives</b>	Implement initiatives to improve processes and efficiencies within area of expertise and to manage potential risk of non-compliance. Participate in project teams to provide knowledge and specialist support to project teams.
<b>Provide Services in Specialist Area</b>	Administer and implement delivery of multiple specialist procedures and processes within regulatory or compliance frameworks. Develop and maintain policy and procedure relevant to area of speciality and identify opportunities for improvement. May develop procedures to improve operational effectiveness, value creation for clients or manage risk of non-compliance
<b>Support, Advice, Issues Resolution</b>	Use specialist knowledge to inform and build the capability of others, provide direction, advice, problem solving, manage queries and issues through to resolution, at a specialist level, relevant to the function. Provides recommendations to others when escalating issues, anomalies, or ideas. Manage problems and outstanding issues making recommendations for dealing with issues outside of policy and precedence drawing on expertise and experience.
<b>Develop Business Solutions &amp; Innovation</b>	Provide options and ideas for business solutions and undertake initial project scoping to establish size, purpose, and outcomes of recommendations. Support the team through addressing complex problems and issues making recommendations for dealing with issues outside of policy and precedence
<b>Build Capability &amp; Knowledge</b>	Shares knowledge and information through coaching and collaboration to build capability within the business that is relevant to current work plans or projects
<b>Quality Risk, And Compliance Management</b>	Ensure data integrity and adherence to regulatory requirements, internal procedures, systems, and audit requirements. Escalate areas of concern with proactive recommendations for action. Develop procedures to ensure audit requirements are met and educate others where necessary to ensure organisational compliance. Identify non-compliance and risk to the organisation through knowledge of the team and others work practices. Actively manage expectations of compliance and ensure policy and procedures are well understood. Identify potential risk, scope, and develop recommendations to prevent.
<b>Position Specific Accountabilities</b>	
<b>Audit Program</b>	Develops, implements and evaluates the internal audit program and prepares the organisation for external audit and regulatory compliance activities.
<b>Quality System Management</b>	Develops and maintains key quality management system elements including registers relating to accreditation, legislation, audits, continuous improvement, and external complaints as well as supporting the administration of the quality management system.
<b>Continuous Improvement</b>	Take part in continuous quality improvement tasks, including project related tasks that impact the Quality team or the organisations compliance, as well as contributing to improving client care.
<b>Policy and Procedure Development</b>	Consult with internal and external stakeholders to research, interpret and critically analyse current practice, standards, and legislative requirements to inform policy and procedure development and methods (including education) to embed these into practice. Maintain



	currency of policy and procedure by coordinating and prioritising policy review and development and authorising all documents in the quality management system.	
Accountabilities stated herein reflect the primary functions of this job and should not be construed as an exhaustive list of duties. They may vary or be amended from time to time without changing the roles level of accountability.		
Delegations		
Delegations for role are outlined in the integratedliving delegation’s policy.		
Key Position Relationships		
Internal	All integratedliving Business Units	Business Unit Teams
	Senior Leadership Team	Key stakeholders
External	Suppliers	Consultants & Contractors
	Government agencies	Aged Care Quality and Safety Commission
Demonstrated Success & Qualifications, Capabilities and Credentials		
Demonstrated Success & Qualifications	Demonstrated utilisation of well-developed analytical skills including ability to design, critically analyse and interpret data to inform business decisions.	
	Demonstrated effective verbal and written communication and inter-personal skills including computer literacy, policy and report writing.	
	Demonstrated utilisation of advanced auditing knowledge and skills to successfully gain and retain accreditation and monitor internal compliance. Desirable auditing qualification.	
	Demonstrated understanding of the process of Quality Improvement and its importance to client outcomes as well as the use of a QMS to monitor and deliver quality outcomes.	
	Ability to meet deadlines, work independently and within a team and manage priorities.	
	Bachelor’s Degree level qualification in health, aged care, quality management, nursing or demonstrated equivalent industry experience.	
	Interest in health and well-being of older people and those living with disabilities in rural, regional, and remote Australia. Preferred knowledge of the community aged care sector.	
Capabilities	<b>Be accountable:</b> I hold others and myself accountable for professional behaviour, contribution to the team, achievement of results, and the creation of value for our clients. <b>Act with Courage:</b> I improve outcomes by showing courage and tenacity, respectfully speaking up to challenge others, and being receptive to challenge from others. <b>Take action:</b> I take action to deliver outcomes, improve productivity, efficiency and create value, systemically seeking evidence to inform decisions and evaluate alternatives. <b>Influence:</b> I influence and motivate others “buy in” and commitment to support the achievement of integratedliving’s vision and objectives. <b>Communicate and Collaborate:</b> I share information and learning with others by actively listening and asking questions, to collaboratively reach a shared understanding and demonstrate empathy. <b>Partner and Share Expertise:</b> I partner with others inside and outside the business (both formally and informally) to contribute expertise through providing advice and direction; and building capability to enable others.	
Credentials	Satisfactory Police Check	

