**Reports to:** Quality Manager

**Conditions:** Contract of Employment

**POSITION SUMMARY/UNIQUE CONTRIBUTION**

Deliver quality processes and outcomes that support Kalyra Communities Quality System. Support Directors and Managers to achieve quality outcomes for clients, while ensuring compliance to standards and legislation. Work across the organisation to influence, support and share expertise to promote a culture quality and innovation. Use an evidence based approach to continue Kalyra’s movement towards innovation and best practice.

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| **Accountability** | **Authority** | **Tasks and Behaviours** |
| Deliver Kalyra’s Quality Assurance program to monitor and ensure compliance & legislative obligations are met. | * To deliver the Kalyra Communities Quality Assurance System in accordance with policies, procedures, standards and guidelines. | * Monitor and maintain feedback systems. * Support, maintain and monitor the compliance of the internal inspection and audit program. * Support, maintain and monitor the Policy and Form system. * Identify and report potential quality risks and non-compliance. * Prepare regular reports and briefings. |
| Support the delivery of Continuous Quality Improvement (CQI) and Strategic Projects. | * To deliver the Kalyra Communities CQI System in accordance with policies, procedures, standards and guidelines. | * Collaborate with and support Directors and Managers in achieving agreed project outcomes. * Identify and capture best practice. * Analyse feedback and information to provide strategies for development and improvement. * Ensure quality improvement interventions are specific, measurable, achievable, relevant, and timely. * Facilitate Quality Committee Meetings. * Provide project management and technical support to CQI or Strategic projects. * Monitor evaluate a report on project measurable outcomes |
| Provide training and mentoring to all staff to achieve the Quality Program’s outcomes. | * Support staff learning and development, specific to quality systems and outcomes. | * Provide education and mentoring to staff. * Provide advice, better practice and research-based information and technical expertise. * Promote a culture of Quality and Innovation through skill building and personal example |
| Support the Quality Manager in the administration of Kalyra Communities Quality Programs. | * Represent the Quality Manager in their absence. * Represent Kalyra Communities at relevant external meetings and with stakeholders. * Complete delegated processes and projects with limited supervision * Contribute to problem solving, planning and concept development | * Communicate effectively and work collaboratively with all personnel, customers and their families. * Participate in relevant in-service education sessions to maintain contemporary knowledge. * Complete administrative tasks, including record maintenance, data entry, timesheets and employment forms, according to prescribed procedures, accreditation standards deadlines and legislative requirements. * Undertake all relevant mandatory training and participate in professional and personal development to improve performance and teamwork * Comply with the organisation’s policies and procedures. * Commit to the achievement of the organisation’s Vision and practise the organisation’s Values * Undertake any duties that may be reasonably required |
| **Accountability** | **Authority** | **Tasks and Behaviours** |
| Maintain a safe working environment. | * To direct all staff to engage in safe work practices * To cease work/activity immediately if that work is in breach of safety policies and procedures * To act as the site Rehabilitation and Return to Work Coordinator | * Maintain an up to date knowledge of, and work safely in, all aspects of Fire, Emergency and Safety, Manual Handling and work health and safety and injury management issues. * Take reasonable care to protect your own health and safety, and the health and safety of others who may be affected by your actions or omissions at work. * Comply with statutory and organisational requirements, procedures and rules to protect the health and safety of all people at the workplace including the utilisation of appropriate equipment, effective and timely reporting and ensuring you are not affected by alcohol or other drugs which are likely to endanger yourself or others |

**Essential Minimum Requirements**

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1. **Educational/ Vocational Qualifications**
   * A formal qualification in health, management, education or social science in keeping with the position’s requirements.
2. **Personal Abilities/ Aptitudes/ Skills**
   * Excellent interpersonal communication skills to support the ability to influence, negotiate and liaise with stakeholders. Demonstrated ability to work collaboratively with and facilitate a diverse range of stakeholders.
   * Demonstrated ability to work effectively with all levels of staff, including successfully coordinating change processes.
   * Critical and analytical skills including the generation, analysis, interpretation and presentation of qualitative and quantitative data, and the use of suitable computer software.
   * The ability to translate evidence based information into actionable change to achieve quality improvement.
   * Organisation skills including time management and prioritisation to ensure projects are delivered on time.
   * Written communication skills with the ability to produce clear, timely and concise documentation and reports.
   * Computer literacy and proficiency in Microsoft Office suite. High level of understanding of spreadsheets and databases for the collation and presentation of data.
   * A competent understanding of Quality Improvement principals and a commitment to a culture of Quality and Innovation
   * Current driver’s licence.
   * Satisfactory criminal history check.
3. **Experience**
   * 2-5 years’ experience in quality management systems and processes, preferably related to Aged Care Accreditation requirements. Or equivalent, being able to demonstrate evidence based techniques that resulted in measurable outcomes.
4. **Knowledge**
   * Knowledge of Work Health and Safety Act and regulations and their application in the workplace.

**DESIRABLE REQUIREMENTS**

1. **Knowledge, Experience and Skills**
   1. Knowledge of aged and health care in residential, community and retirement living settings
   2. Experience or training as a Residential or Home Care Accreditation Assessor.
   3. Experience in report generation using the *i-Care* electronic nurse recording system.
   4. Experience in developing projects and writing submissions.
   5. Research, change management or culture management experience.

Employee Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Employee Signature: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_