


My role with Anglicare

POSITION DESCRIPTION

Position Title:	Assurance & Risk Coordinator – Community Services
Employment Status:	Fulltime
Reports To:	Assurance & Risk Lead
Department:	Governance, Risk & Assurance
Direct Reports:	N/A
Key Relationships:	Internal: Anglicare managers & team members, OD team, GRA team
	External: External agencies

Organisational Context

For 140 years, we have been providing a broad range of diverse services for our clients and community in areas of aged care, disability services, children and families support and mental health and wellbeing programs.

Employing 2700 people and supported by 400 volunteers, we operate in a competitive environment undergoing significant industry reforms.

Position Statement/Overall Purpose

This is a new role with a fundamental shift from “audit” function to assurance outcomes, risk management compliance, and effective governance.

The Assurance & Risk Coordinator – Community Services is a domain expert working closely with the Research & Practice Advisor, L&D Specialists, and Learning & Development Lead to support effective implementation of Anglicare’s integrated clinical and care governance framework and system.

The Assurance & Risk Coordinator is responsible for:

- Leading, driving, implementing and being responsible for best practice quality management systems and programmes of activity for the Community Services portfolio (proactive and reactive) to align with Anglicare’s best practice evidence-based models, standards and legislative requirements
- Drive and support the application of risk management principles and practices including risk identification, monitoring, managing and reporting
- Drive continuous improvement at the system, process and cultural level (from compliance to commitment)
- Proactively identifying opportunities to enhance clinical and care governance to deliver exceptional client outcomes and client experience.



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Key Accountabilities

1. Assurance Outcomes for Accreditation & Reputation

- Lead, drive, implement and be responsible for best practice quality management systems and programme of activities across Community Services portfolio including Aged Care, Disability & Mental Health and Wellbeing (proactive and reactive) – *shift from event focussed to outcomes and culturally embed*
- Position and lead the quality assurance review process and schedule working collaboratively with Service managers and staff including in situ education & training
- Provide input to policy development and standards review to support the integrated clinical and care governance framework and system and legislative compliance
- Build effective relationships with all staff and establish a listening and feedback system to freely encourage reporting of concerns, issues or suggestions for improvement
- Prepare key reports including triangulating information, critical analysis, and senior management notification of non-compliance
- Respond to external agency requests/requirements and facilitate improvements/changes within defined timelines
- Assist with and implement “Real Time Accreditation Readiness” programme to ensure legislative compliance
- Proactively identify and recommend enhancements for service development & delivery within a risk/compliance framework and identification of systemic/causal factors
- Collaborate with Research & Practice Advisors and Learning & Development Specialists to dynamically support the integrated clinical and care governance framework and system
- Ensure follow through and adoption of recommended changes post quality assurance reviews with cross functional sharing of information
- Delivering education & training to service managers and clinical staff in relation to the Quality Management and incident management system (QRS-Riskman)
- Provide representation on key strategic committees/working groups and external networking (e.g. government, sector)
- Participate and contribute to the Community & Disability/Mental Health & Wellbeing Reference Group for knowledge management and information sharing.

2. Risk Management

- Drive and support the application of risk management principles and practices
- Manage assurance activity through the integrated risk management framework; to support risk awareness and application at Services level
- Ensure the risk register is up to date and support staff to proactively manage risks
- Monitor risk and quality reporting systems to identify trends and gaps
- Proactive identification of risk mitigation strategies to ensure standards are met.

3. Reporting

- Proactively monitor and utilise relevant internal data and systems (e.g. QRS, Procura) to identify trends, clinical indicators and benchmarks
- Develop solutions and action plans in response to gap analysis and trends
- Provide on the ground, real time reporting to Service Managers for informed decision making and risk mitigation.



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4. Services Partnership

- Provide professional, partner-focused advice and expertise to the Services to improve client outcomes
- Support Services to actively manage and deliver on the “Plan for Improvement” CQI Plan
- Work with Service managers and staff to embed a culture of continuous improvement and review
- Provide lead data and reports to local teams to monitor and manage care
- Take a lead role at Services meetings (as required) to drive proactive assurance outcomes.

NB. Other duties may be assigned from time to time.

Key Expected Outcomes

- Provision of professional leadership in quality assurance and risk management
- Assurance of effective risk monitoring and management at Service level; working off Anglicare’s risk management framework
- Ensure Services maintain Accreditation standards beyond compliance requirements
- Ownership and responsibility for assurance outcomes – *forward looking, anticipatory*
- Supports implementation of integrated clinical and care governance framework and system to deliver exceptional client outcomes within a compliance framework
- Proactive analysis of trends and indicators including reporting, and proposed solutions
- Drive systemic continuous improvement within a compliance and risk management framework
- Productive collegiate relationships and internal/external partnerships.

Key Skills, Experience & Qualifications

- A minimum of 5 years’ experience in Quality Assurance & Risk Management
- Credible, professional leadership in quality assurance and risk management
- Demonstrated experience in implementing best practice quality management systems
- Experienced with application of integrated risk management frameworks
- Indepth understanding of policy, legislation and the reform agenda relevant to aged care, disability and mental health (including Human Services Quality Framework standards, NDIS Quality and Safeguarding Framework, and Aged Care accreditation)
- Systems and critical thinker with demonstrated analytical skills
- Track record of delivering systemic continuous improvement
- Proven consulting, facilitation and advisory skills
- Experience with quality/risk/safety information systems (e.g. RiskMan)
- Credible, engaging communicator and highly effective report writer
- A relevant tertiary qualification

Delegation of Authority

- In accordance with the Delegations of Authority Policy.

Other Position Requirements

1. The successful candidate is required to participate in pre-employment screening including and maintain:
 - a. National Police Certificate
 - b. Qualifications (credentials) check



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- c. Blue card (Working with Children) with Yellow Card exemption
- 2. Current Queensland Driver Licence
- 3. Ability to travel as required to designated service delivery areas across Queensland.