

## POSITION DESCRIPTION

### Quality and Safety Officer: NDIS and Aged Care

<b>Program:</b>	Sacred Heart Local
<b>Reports to:</b>	Manager, Sacred Heart Local
<b>Supervise:</b>	No direct reports
<b>Date of Last Review:</b>	October 2020
<b>Classification:</b>	Social and Community Services Employee Level 4 Sacred Heart Mission Enterprise Agreement 2018, or subsequent Agreements
<b>Victorian Portable Long Service Benefits Scheme:</b>	This role has been deemed eligible to participate in Scheme

### ORGANISATION CONTEXT

Sacred Heart Mission (SHM) works with people whose capacity to participate fully in community life is affected by deep, persistent disadvantage and social exclusion. Since opening our doors in 1982, the Mission has been providing a range of innovative, relationship-based service responses which enable people to overcome disadvantage and realise their full potential. As a trauma informed organisation, our shared recognition of the impact of trauma informs and guides all our interactions with the people who access our services.

SHM is an Equal Opportunity Employer and an Environmental Sustainability driven organisation. We provide equal employment opportunities to all employees without regard to race, colour, religion, gender, national origin, age or disability. We ensure staff and volunteers operate from fit for purpose facilities that adopt green building design and practices.

SHM has several staff committees across the organisation committed to championing best practice in these areas. Our EEO groups lead by example to break down the barriers to inclusion and to foster a diverse workplace where people are free from discrimination and disadvantage and are treated with respect and dignity. Our Green team has set targets for developing SHM's environmental profile as a sustainable organisation and as a leader in the sector.

### VISION

Our vision is of an inclusive, fair and compassionate community, which enables people to overcome disadvantage and realise their full potential.

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## MISSION

Our mission is to build people's capacity to participate more fully in community life, by addressing the underlying causes of deep, persistent disadvantage and social exclusion.

### We do this by:

- Ensuring access to the necessities of food, clothing, housing, health care and specialised services.
- Listening, understanding and responding to people in a holistic, caring, and respectful way, so they can take control of their lives.
- Delivering accessible, responsive, evidence informed and innovative services.
- Welcoming people in the spirit of social justice, co-operation and partnership to create better communities.
- Engaging sector partners, researchers, philanthropy, business, government and the broader community, to contribute their time, expertise and resources.

## PROGRAM INFORMATION

Sacred Heart Local (SHL) is a business unit in which community-based services are delivered. These include services delivered to people with disabilities through the NDIS scheme, and aged people through Home Care Packages (HCPs) and Commonwealth Home Support Packages (CHSPs). NDIS services and Aged Care services are accountable to the NDIS quality standards and Aged Care standards respectively.

## PURPOSE OF THE POSITION

The Quality and Safety Officer: NDIS and Aged Care position will be located at Sacred Heart Local and reporting to the Manager SHL to provide direction and leadership to the team. In doing so, the services will foster a continuous improvement culture that exceeds its quality standards obligations and in enriches both the client and staff experience.

In addition, the Quality and Safety Officer: NDIS and Aged Care will work closely with the SHM Quality division ensuring that all activities undertaken at Local, are consistent with SHM's broader risk and continuous improvement frameworks and other standards that SHM adheres to including:

- QIC Health and Community Service standards
- Human Service Standards
- National Standards for Mental Health Services

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## KEY RESPONSIBILITIES

Accountability	Major Activities
<b>Project Management</b>	<ul style="list-style-type: none"> <li>Implement a quality and safety program that ensures high quality services to clients across Sacred Heart Local and maintains our preparedness for external spot visit and planned accreditation audit</li> <li>Work with Manager SHL and SHM Quality division to develop and implement staff education strategies, to inform all areas of SHL compliance requirements and high-quality services as an ongoing process</li> <li>As a senior member of the program, provide guidance to the team in implementation of organisational wide policies and procedures as well as setting a culture of accountability and performance</li> <li>Work with the Manager SHL and the SHM Quality divisions to develop and implement best practice Auditing Frameworks, audit schedules and auditing strategies for SHL</li> <li>Other quality improvement projects as delegated by the Manager SHL.</li> </ul>
<b>Business as usual</b>	<ul style="list-style-type: none"> <li>Monitoring and high-level reporting on services compliance (other than Legislation which is monitored and reported by the Quality division)</li> <li>Participating as a member of SHL teams to ensure a continuous improvement approach to service delivery</li> <li>in consultation with the Manager SHL, work to ensure regular reviews of all SHL Policies &amp; Procedures.</li> </ul>
<b>Health &amp; Safety</b>	Exercise a duty of care to work safely, taking reasonable care to protect your own health and safety and that of your fellow workers, volunteers and clients including following safe working procedures and instructions.
<b>RISK</b>	All SHL staff are responsible for considering, identifying and addressing risk (the effect of uncertainty on objectives) whether positive (opportunities) and/or negative (threats).
<b>CQI (Continuous Quality Improvement)</b>	All SHL staff are responsible for identifying areas of operational and continuous improvement plans that 'add value', and for implementing and monitoring CQI initiatives. Staff are open to new ways of doing things, respond to challenges with innovative ideas and solutions and promote a continuous quality improvement culture.

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<b>TIC (Trauma Informed Care)</b>	All SHL staff are responsible for engaging in learning and development to integrate their understanding of and responsiveness to the impact of trauma within their work including active participation in the supervision and performance development process.
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## MANDATORY REQUIREMENTS

- A current Criminal Records Check
- National Disability Insurance Scheme (NDIS) Check

## QUALIFICATIONS

### Essential

- Relevant qualification, working towards or equivalent experience in the areas of Quality Compliance and Project Management

### Desirable

- Previous experience in working towards Accreditation (which may include QIC, HSS, NSMHS, ACQS and NDIS or similar)
- Previous experience in the Quality and Compliance field.

## KEY SELECTION CRITERIA

- Demonstrated project management experience within a community/health services setting, including project planning, implementation, change management and evaluation.
- Sound understanding of the quality and compliance framework for community service organisations.
- Demonstrated problem solving and analytical skills including the ability to interpret complex information and produce high quality documents and reports.
- Ability to work within a small team environment and exercise a high degree of autonomy, manage time effectively and meet deadlines.
- Advanced skills with Microsoft office suite of programs, in particular with Excel and Word applications.
- Advanced interpersonal skills, including the ability to engage and develop effective working relationships with internal and external stakeholders including people experiencing homelessness and deep disadvantage.
- Strong alignment with the values of Sacred Heart Mission.

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**APPROVED BY MANAGER** .....

**NAME** .....

**ACCEPTED BY STAFF MEMBER** .....

**NAME** .....

**DATE** .....

***POSITION DESCRIPTION SHOULD BE REVIEWED ANNUALLY DURING SUPERVISION AND PERFORMANCE DEVELOPMENT AGREEMENT REVIEW OR WHEN POSITION CHANGES***

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