POSITION SPECIFICATIONS

Position Title: Quality & Risk Manager
Job Type: Permanent Part-time (38 hours per fortnight)
Region: Rockhampton, Queensland
MH&ACCQL Facility: Mercy Aged Care Services
Closing Date: Open until filled
Industrial Instrument: Mercy Health and Aged Care Central Queensland Limited & QNU Nursing Enterprise Agreement 2016 - 2017
Currently attracting a minimum hourly rate range of $42.04 - $43.66

Reporting to: Executive Officer/Director of Nursing

ENQUIRIES CONTACT
Enquiry Contact: Lesley Schneider, Executive Officer/Director of Nursing
Phone: 0438 313 526
Email: lschneider@mercycq.com

POSITION DUTIES: The Quality and Risk Manager is responsible, in consultation with the Facility Managers, for the ongoing development and implementation of a compliant and effective quality framework for Mercy Aged Care Services (“MACS”) to ensure the provision of quality care and continuous improvement. This position works collaboratively with the MH&ACCQL Corporate Patient Safety and Risk Officer to adopt methodology and reporting structures that are consistent with those of the organisation.

A full Position Description is included in this document.

APPLY: To apply please return to where the vacancy is listed and click “apply now” which will direct you to SEEK.

OTHER INFORMATION:
- This is a new role, with the introduction of the Charter of Care Recipients’ Rights and Responsibilities – Residential Care, with the opportunity to develop.
- Current registration as a Registered Nurse with the Australian Health Practitioners Regulation Agency (AHPRA) is essential.
- Candidates must have the ability to undertake comprehensive clinical investigations.
- The role is to provide support with data and process for accreditation, quality management, on-boarding, clinical investigations, risk analyses, documentation management, Private Health building compliance, etc.
- The role will raise awareness of clinical issues and areas of high risk in aged care, and promote better practice.
- Candidates will ideally have knowledge of legislative requirements relating to Healthcare Quality & Risk Management.
- Demonstrated expert knowledge and/or clinical experience in service delivery and quality systems, preferably in residential aged care is essential.
- Knowledge of the Charter of Aged Care Rights and its application to residential and community aged care is essential.
- Candidates must hold a current yellow card (police check) as required in accordance with the Disability Services Act 2006 (Qld).
- Post graduate qualifications relevant to clinical governance and/or risk management are desirable.
- Candidates must have the ability to work autonomously and as a member of a multi-disciplinary team.
- Demonstrated interpersonal and written communication skills are essential as well as project management and computer skills.
- Flexible working arrangements are available; dual role arrangements are available.
- Salary packaging opportunities exist with entitlement up to $9,050 tax free per annum.
1.0 Mercy Health and Aged Care Central Queensland Limited Mission and Values:
The Quality and Risk Manager will undertake a commitment to Mercy Health and Aged Care Central Queensland ("MH&ACCQL") Mission, Philosophy and Objectives, and endeavour to promote the organisation’s ethos and values in all actions and activities related to their position.

2.0 Position Statement:
The Quality and Risk Manager is responsible, in consultation with the Facility Managers, for the ongoing development and implementation of a compliant and effective quality framework for Mercy Aged Care Services ("MACS") to ensure the provision of quality care and continuous improvement. This position works collaboratively with the MH&ACCQL Corporate Patient Safety and Risk Officer to adopt methodology and reporting structures that are consistent with those of the organisation.

3.0 Key Effectiveness Areas:
3.01 Mission & Values
3.02 Quality and Risk Management
3.03 Other Responsibilities

4.0 Key Position Responsibilities:

4.1 Mission and Values
• Promote and adhere to the Mission and Values of Mercy Health and Aged Care Central Queensland Limited;
• Participate in Mercy celebration and traditions;
• Attend mandatory annual Mission in-service; and
• Adhere to and promote the ethos and standards expressed in the Pocketbook of Excellent and Integrity in the Workplace handbooks.

4.2 Quality and Risk Management
• Develop, implement and maintain a quality framework that supports optimal outcomes in relation to quality assessment and monitoring, complaints resolution, education and consumer engagement;
• Maintain contemporary quality and care governance systems by ensuring currency of national and international trends in the aged care environment;
• Monitor and review existing processes and systems to support quality based service delivery that focuses on positive care recipient outcomes;
• Provide strategic advice to MACS Executive and Management teams in regards to legislative, contractual and compliance standards;
• Facilitate clinical adverse outcome and complaint investigations and correlating submission compilations where appropriate in consultation with facility Managers and the Corporate Patient Safety and Risk Officer;
• Develop, implement, maintain and adhere to auditing process/plan;
• Integrate infection control protocols, with a particular focus on pressure injuries, into quality principles and frameworks;
• Develop, implement and maintain clear and concise policies that ensure legislative and standard compliance and MACS service delivery expectation; and
• Collaborate with relevant internal and external stakeholders to ensure MACS personnel, and other service providers, receive education that ensures policy and legislative compliance;

4.3 Other Responsibilities
• Accept, adhere and promote Workplace Health and Safety requirements, appropriate standards and risk management guidelines to ensure health and safety obligations are met to maintain a safe working environment;
• Participate in creating an environment that strives for customer satisfaction;
• Participate in meetings and forums as required;
• Foster a cooperative work environment and maintain open communication through effective interpersonal skills and appropriate forums;
• Participate in and recommend quality activities aiming to improve work practices to exceed customer expectations;
• Participate in in-service programmes to assist in personal development and to satisfy the objectives of the organisation;
• Accept individual responsibility and accountability for own performance and professional development;
• Accept and adhere to all policies and procedures of MH&ACCQL and the Mercy Aged Care Services; and
• Undertake other duties/responsibilities as directed by the Executive Officer/Director of Nursing or other designated authority(s).

5.0 Qualifications and Experience:

Essential

5.1 Current and ongoing registration with the Australian Health Practitioner Regulation Agency (AHPRA) and hold current licence to practice as a Registered Nurse with no restrictions;
5.2 Ability to undertake comprehensive clinical investigations;
5.3 Current yellow card (police check) as required in accordance with the Disability Services Act 2006 (Qld).
5.4 Demonstrated expert knowledge and/or clinical experience in service delivery and quality systems, preferably in residential aged care; and
5.5 Knowledge of the Charter of Aged Care Rights and its application to residential and community aged care.

Desired

5.6 Post graduate qualifications relevant clinical governance and/or risk management; and
5.7 Ability to work autonomously and as a member of a multidisciplinary team.