



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
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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.

POSITION DESCRIPTION

Position Title: Quality and Risk Manager		Agreement: Nursing	
Location: Mercy Aged Care Services		Classification: Level 3 Registered Nurse – Aged Care	
Approved by: Executive Officer/Director of Nursing		Reports to: Executive Officer/Director of Nursing	
Original Date: 05/19	Version No: 1	Revision Date: 00/00	Page 3 of 2 Page/s

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.