

## POSITION DESCRIPTION



Position Title:	Quality and Risk Manager (inclusive of Learning & Development)
Award:	Negotiated Rate
Classification:	Contract
Reporting to:	Chief Executive Officer
Date Approved:	2020
Approved By:	Chief Executive Officer

### ORGANISATIONAL PURPOSE

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The District Nurses has been delivering in home community health care to Tasmanians for over 120 years maintaining a primary healthcare focus in all our services.

We are a not for profit, charitable organisation that is not affiliated with any residential age care service or religious organisation.

Our Purpose “Committed to Care” reflects our overarching intent which is to provide the right care to the right client at the right time in a manner which is consultative and inclusive of all our clients, their families and carers.

Our services utilise a wellness approach which builds on the strengths and capacities, abilities and goals of clients and places emphasis on the supports necessary to regain or retain these abilities.

Our services aim to maximise client independence and autonomy and also maintain or improve health and wellbeing.

The District Nurses (TDN) deliver services through the Commonwealth Home Support Program (CHSP) and Home Care Packages Program (HCP), the Home and Community Care Program (HACC), The Department of Veterans Affairs (DVA) Nursing and Home Care, and a number of private brokerage contracts.

### OUR VISION AND VALUES

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Our vision is to be Tasmania’s most trusted community healthcare provider

We adhere to the following values in our day to day operations:

- Commitment
- Equality
- Trust
- Versatility
- Excellence
- Transparency

## **POSITION OBJECTIVES**

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The Quality and Risk Manager is responsible for the ongoing development, implementation and evaluation of an effective quality, safety and risk management system for The District Nurses. As a leader of quality, safety and risk management, the Quality and Risk Manager will proactively support the consumer centered framework ensuring the provision of quality care and continuous improvement.

This position will also oversee the Learning & Development program taking responsibility for coordinating the delivery, assessment and evaluation and initiatives in accordance with the identified needs of staff and the organisation.

This role is a key resource for TDN and is pivotal in overseeing and leading quality processes and improvement initiatives, ensuring consistency of policies and procedures, providing oversight of risk management and work health & safety issues and systems, legislative compliance and imbedding an 'accreditation ready' approach across the service.

The incumbent will provide effective leadership and management to the organisation, ensuring high quality, evidence based practices and evaluation.

This position works to and collaboratively with the Chief Executive Officer, supporting the Executive Team, managers and staff to adopt continuous quality improvement and learning environment.

## **KEY RESPONSIBILITIES**

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- Lead the planning, implementation, delivery and evaluation of TDNs quality and consumer safety in line with the aged care quality standards.
- Provide advice and support to Executive Team members to create, maintain, review and evaluate departmental continuous quality improvement plans.
- In conjunction with Executive and Team Leaders, and relevant key stakeholders, coordinate activities to identify individual, local and group education needs through local training needs analysis processes aligned with legislative/standards requirements, strategic and operational planning, risk management strategy and organisational policy.
- Be responsible for the day-to-day management of the implementation and ongoing evaluation of the organisations integrated quality, safety and risk management systems to ensure effective, efficient and safe health care delivery.
- Provide advice and guidance on all aspects of contemporary quality and consumer safety governance and act as the liaison point for specialist advice.
- Review incidents, feedback and risks entered into the risk reporting system, analyses consumer safety data to identify strengths, opportunities for improvement, trends and actionable items to advance TDN quality and safety culture.
- Develop, support and assist in establishing an organisational culture in which quality improvement, patient safety, risk management and evaluation become an integral part of core business.
- Provide oversight of The District Nurses orientation program in collaboration with HR Officer.
- Coordinate student placements (clinical and non-clinical), traineeships and graduate programs if applicable.

## OTHER RESPONSIBILITIES

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- Submit relevant reports, based on the results from auditing and evaluation, to the Chief Executive Officer and the Board to support strategic and operational decision making.
- Ensure portfolios remain within budget parameters and contributes to the annual budget and strategic planning process
- Coach, mentor and support managers within the organisation and assist in the achievement of the strategic objectives of The District Nurses.

## KEY BEHAVIOUR REQUIREMENTS

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All TDN employees must abide by the TDN *Code of Conduct*. In addition to this, employees will undertake their duties in a manner that supports the Organisation's mission and values through demonstrating:

- **Integrity:** Honesty, open and transparent, admit mistakes, maintain confidentiality, fairness, builds trust
- **Compassion:** Empathy, sensitivity, concern for others, interacts with dignity, tolerance, anticipates needs
- **Accountability:** understands roles, uses resources wisely, delivers on time, timely decision making, achieves goals, takes responsibility for performance
- **Respect:** Builds relationships, courteous, listens and understands, gives and receives, provides feedback, sensitivity and understanding, values difference and individual worth
- **Excellence:** Supports creativity and innovation, proactive and solution focused, seeks out opportunities, and embraces quality improvement, professionalism.

## ORGANISATIONAL RELATIONSHIPS

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<b>Reports to:</b>	Chief Executive Officer
<b>Supervises:</b>	Quality, Risk & Safety Coordinator
<b>Committee Membership:</b>	Board Quality & Risk Sub-Committee, TDN Quality & Risk Committee, Executive

## ESSENTIAL REQUIREMENTS

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Evidence of the following must be provided prior to appoint to the position:

- National Police Conviction Check
- Working with Vulnerable People/Children Check
- Pre-employment Medical
- Current Australian driver's license
- Unrestricted registration with AHPRA

## SELECTION CRITERIA

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1. Relevant tertiary qualification in a health-related field and/or demonstrated experience in a consumer safety and quality coordination role.
2. Certificate IV in Training and Assessment or equivalent

3. Broad clinical and operational experience within aged care and/or a community health service and a demonstrated understanding of quality health services and patient safety.
4. Extensive knowledge of and commitment to continuous quality improvement, and accreditation processes including risk management and the new Aged Care Quality Standards.
5. Extensive experience in training needs analysis, delivery and evaluation of education programs and initiatives using the principles of adult learning and contemporary educational approaches.
6. Demonstrated high level interpersonal, communication, mediation and conflict resolution skills, with the ability to effectively liaise with a broad range of internal and external stakeholders with a demonstrated ability to influence and motivate staff.
7. Knowledge of legal requirements and relevant policies and procedures relating to patient safety and the aged care practice setting.
8. Experience in the areas of data collection and analysis and the ability to produce high-level written reports and correspondence.
9. Highly developed organisational skills including a demonstrated ability to work under pressure and within rigid timeframes.

## **WORKING ENVIRONMENT**

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TDN is committed to providing the highest levels of healthcare and services, and values equity and diversity with a zero-tolerance policy on discrimination. We also value initiative, flexibility, creativity, teamwork, our code of conduct, workplace health and safety, performance management and development and the capacity to make a difference.

TDN is a smoke free environment with smoking also prohibited in our vehicles.

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### **Safe Practice and Environment (SPE)**

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The primary responsibility for implementing safe work practises and maintaining a safe working environment lies with management. Employees also have responsibilities in regard to SPE. These include:

- Taking responsibility for one's own health and safety
- Looking out for the safety and welfare of your colleagues
- Follow safe work practises and use personal protective equipment (PPE)
- Comply with organisational SPE and Risk Management policies and procedures.
- Participate in SPE training
- Report hazards and accidents / injuries
- Support other Managers in their SPE responsibilities.

## PHYSICAL REQUIREMENTS OF THE POSITION

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Applicants must successfully complete an Occupational Health Assessment prior to commencing employment at The District Nurses. Employees have an obligation to report any deviation from the assessed results during the course of their employment. Inability to functionally perform the duties as stated in this position description may result in termination of employment.

The functional requirements of this position include:

Condition/Activity	constant	frequent	occasional	N/A
Manual handling – weights above 10kg				X
Manual handling – weights below 10kg			X	
Manual handling frequency			X	
Repetitive manual work			X	
Working with arms above head				X
Lifting above shoulder height				X
Using hand tools – (powered)				X
Wearing hearing protection				X
Wearing eye protection				X
Wearing gloves (personal protective)				X
Working in wet/slippery conditions				X
Working with chemicals/solvent/detergents				X
Washing hands with soap				X
Working in confined places				X
Performing clerical/administrative duties		X		
Working on a keyboard		X		
Driving fleet vehicles (manual and automatic)			X	
Driving on suburban and rural roads, highways (sealed and unsealed roads)			X	
Driving at night				X
Wearing polyester clothing				X
Exposure to animals				X
Exposure to environments whereby people have been smoking				X

## Employee Declaration

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In signing this declaration, I acknowledge that I, \_\_\_\_\_ have been advised of the requirements and conditions of this appointment based on this Position Description.

Signed: \_\_\_\_\_ Date: \_\_\_\_\_  
*Employee*

Signed: \_\_\_\_\_ Date: \_\_\_\_\_  
*Manager*