


<b>POSITION DESCRIPTION</b>	<div>Carinya Home for the Aged</div> 
-----------------------------	--

<b>POSITION:</b>	<b>Quality &amp; Compliance Manager</b>
<b>LOCATION:</b>	Carinya Home for the Aged - Clinical
<b>REPORTS TO:</b>	Director of Care Chief Executive Officer
<b>AGREEMENT / AWARD:</b>	Carinya Enterprise Agreement – Nurses & Direct Carers
<b>HOURS OF WORK:</b>	40 hours per fortnight

## CARINYA HOME FOR THE AGED

Carinya Home for the Aged provides lifestyle options for those who are frail in a supportive and caring environment. Through our commitment to provide professional quality services to our residents, we employ people who share our values of quality care, dignity, integrity and compassion.

### The Carinya Way

A social model of care, building a community based on inclusiveness, maximising one's potential with purposeful interactions to enable residents to continue to lead remarkable lives.

## 1 POSITION OBJECTIVES

The Quality & Compliance Manager is responsible for the coordination of quality improvement activities including policy and procedure review, internal audits and satisfaction surveys and reporting.

To provide support and assistance to staff in quality activities including monitoring continuous improvement, staff education and training.

## 2 KEY RESPONSIBILITIES

- Maintain Quality Program in consultation with senior management and key personnel
- Document a schedule for quality activities including policy & procedure reviews, internal audits and satisfaction surveys and reporting to external agencies.
- Ensure the follow up of Improvement Forms / Logs and maintain an effective feedback process including complaints and compliments.
- Supports Management with the Audit Accreditation Application for each accreditation period.
- Clinical Outcomes monitoring, participates in the documentation of a Quality Activity Reports and then co-ordinates action to ensure identified timeframes are met.
- Data analysis for trends, anomalies and exception reporting
- Analysis of data prior to submission of reports both internal and external.

### 3 CAPABILITY REQUIREMENTS

#### COMPETENCY

##### 3.1 Quality Improvement

- Provides competent quality coordination/service in accordance with the organisation's documented policies and procedures, and legislative requirements relevant to role.
- Actively manages and contributes to Quality Activities which promote quality improvement to care/service provided, such as, follow up of Improvement Forms, staff meetings, work teams, ongoing education, internal auditing and assessment and review of policies, procedures.

##### 3.2 Professional Development

- Participates in in-service and continuing education, including mandatory training:
  - Emergency procedures
  - Manual handling
  - Infection control
- Membership of relevant professional groups and or associations is recommended
- Works toward annual training objectives following appraisal to ensure skills and knowledge to fulfil role

##### 3.3 Reporting

- Monthly reports to various committees and boards via Chief Executive Officer and SLT on the progress of quality activities.
- My Aged Care Portal – Mandatory indicators and benchmarking.

#### VALUES AND COMMITMENT

- Commitment to Carinya Home for the Aged Quality Direction Strategy by maintaining a culture of Best Practice as the means to improve our service delivery processes.
- Commitment to the principles and philosophy of customer service.
- Commitment to Carinya's primary values; quality care, respect, integrity and compassion.

#### KNOWLEDGE AND SKILLS

- Excellent communication skills
- Demonstrated experience in analysis, interpretation and presentation of data
- Demonstrated experience with electronic reporting systems and Microsoft Excel

#### QUALIFICATIONS AND EXPERIENCE

- A minimum of 2 years' experience in the Health Sector
- A minimum of 12 months experience in Aged Care Quality & Compliance role

##### Other:

- Current Queensland "C" class driver's licence
- Current Federal Police Check

### 4 ORGANISATIONAL RELATIONSHIPS

Works closely with:

- Clinical Management Team
- Hospitality Services Manager
- Senior team

## 5 PERFORMANCE APPRAISAL

- A Performance Appraisal (PA) detailing the outcomes of this position is utilised during the course of employment and is reviewed with the immediate supervisor of this role involving a three (3) and six (6) month appraisal then annually as part of the Carinya Home for the Aged Performance Management System.

This Position Description describes the selected range of tasks and responsibilities for this position. This list is not intended to be exhaustive and other tasks may be assigned from time to time by the Chief Executive Officer or Director of Care to meet the requirements of the organisation.

<b>Employee Name:</b>		<b>Signature:</b>	
<b>Date:</b>			

<b>Supervisor:</b>		<b>Signature:</b>	
<b>Date:</b>			

Ledger

February 2021	Creation
December 2025	Review by DOC