

Employee Position Description

Position Details		
Position Title: Risk, Quality & Safety Support Officer	Department: Practice Excellence and Integration	Reports To: Risk, Quality and Safety Manager
Primary Work Site: Lilydale or Hawthorn	Is travel between sites required? <input checked="" type="checkbox"/> Yes	Is hybrid working available for role? <input type="checkbox"/> Yes
Employment Status <input type="checkbox"/> Permanent, Full Time		Does the role have direct reports? <input checked="" type="checkbox"/> No
Enterprise Agreement: VICTORIAN STAND-ALONE COMMUNITY HEALTH SERVICES (HEALTH AND ALLIED SERVICES, MANAGERS AND ADMINISTRATIVE OFFICERS) MULTIPLE ENTERPRISE AGREEMENT 2022-2026		Classification: Grade 2
Position Primary Purpose		
<p>The purpose of this position is to support Access Health and Community to deliver high quality, safe and sustainable services. To deliver on this the Risk, Quality & Safety Support Officer will support the team to develop and maintain effective risk, quality and safety systems. Working collaboratively, this position will play a key support function in implementing, monitoring and reviewing the systems that support good practice, all aspects of safety, internal assurance and audit activities, accreditation, continuous quality improvement, risk management and policy and procedure oversight.</p>		

Key Accountabilities	
Focus Area	Responsibilities
People Centred	<ul style="list-style-type: none"> Proactively contributes to a warm and welcoming environment for all.

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Focus Area	Responsibilities
	<ul style="list-style-type: none"> • Demonstrates openness, inclusiveness, sensitivity, and respectful interactions with all people. • Listens to, understands and demonstrates empathy and respect through words and actions.
Collaboration & Innovation	<ul style="list-style-type: none"> • Works collaboratively with others and shares information freely to identify and implement opportunities for innovation and integration of work • Work in partnership with all areas of the business to share learning, successes and to invite creative problem solving and innovative thinking
Organisational Accountability	<ul style="list-style-type: none"> • Support the effective functioning of relevant management committees including convening meetings, preparing documentation and reporting and monitoring agreed actions
Quality Improvement, Incident Management and Clinical Governance	<ul style="list-style-type: none"> • Support the preparation and review processes of multiple accreditation standards, review cycles and organisational continuous improvement planning in response to annual consumer experience surveys, accreditation and impact measurement activities • Participate in the development, review and implementation of policies and procedures • Support leaders and managers to develop and implement Quality Improvement Plans for their teams/services • Work as a team to monitor and report on the delivery of organisation-wide continuous improvement initiatives and monitor compliance with regulatory, contractual and organisational requirements • Oversee system administration for VHIMS and serve as the primary point of contact within the organisation for VHIMS-related issues • Monitor incidents and feedback daily to ensure they are properly managed and correctly rated

Key Accountabilities	
Focus Area	Responsibilities
	<ul style="list-style-type: none"> Track actions, and recommendations from incident reviews and feedback Facilitate the review of critical incidents and case reviews with support and oversight from the Risk and Quality Manager.
Risk Management	<ul style="list-style-type: none"> Support the implementation and continuous improvement of AccessHC's Risk Management Framework under the guidance of the Risk and Quality Manager Develop and communicate risk management summaries and reports as required Work as a team to champion a strong risk management culture that features risk awareness, proactive identification, transparency and accountability Manage the privacy inbox and privacy requests
Safety	<ul style="list-style-type: none"> Participate in the development, review and implementation of OHS policies, procedures and programs to support a workplace culture that values safety always. Work as a team to prioritise key action areas and actively promote OHS culture by demonstrating a positive commitment to OHS
<p><i>Beyond the key accountabilities specific to the role, all employees are expected to demonstrate the values of the organisation and the capabilities set out in the AccessHC Core Capability Framework (Attachment 1). The position description outlines the key accountabilities of the role but is not exhaustive. All employees will be expected to comply with their manager's directions when and as required, which may include completion of duties not listed in this document.</i></p>	

Selection Criteria	
Screening Requirements	Police Check YES <input checked="" type="checkbox"/>

Selection Criteria

	International Police Check (if lived overseas in last 10 years) YES Working with Children Check YES <input checked="" type="checkbox"/> NDIS Worker Screening Australian Driver's License YES
Qualifications	<ul style="list-style-type: none">• At least 2 years of experience working within the health, mental health/AOD, or social care sectors• Qualifications or training in risk, quality or compliance management (desirable)
Experience	<ul style="list-style-type: none">• Demonstrated experience of leading, coordinating or supporting accreditation/quality improvement/risk and/or safety initiatives within an organisation• Demonstrated experience working with others on projects or activities
Demonstrated Skills and Knowledge	<ul style="list-style-type: none">• Demonstrated knowledge and understanding of contemporary OHS legislation and practice such as experience in hazard identification, assessment and control, and the conduction of workplace OH&S inspections and audits (desirable)• Demonstrated knowledge/willingness to learn best-practice risk and quality management systems• Strong communication and interpersonal skills with ability to liaise effectively with people at all levels• Demonstrated experience in identifying and implementing quality improvement initiatives• Demonstrated ability to relate to people from a diverse range of social, cultural and ethnics backgrounds• Effective time management and prioritisation skills• Well-developed presentation and report writing skills• High level of accuracy and attention to detail• Proficiency in Microsoft Office and relevant software applications

Access Health and Community is an equal opportunity employer committed to providing an inclusive working environment that embraces and values all people, regardless of cultural background, age, gender identity, sexuality or lived and living experience. We value the diversity and strength of Aboriginal and Torres Strait Islander cultures and are committed to delivering on our vision for reconciliation through our recruitment and employment practices.

Authorisations	
Employee Name: Signature: _____ Date: / /	Manager Name: Signature: _____ Date: / /