

Employee Position Description

Position Details		
Position Title: Risk and Quality Manager	Department: Risk and Quality	Agreement: Stand Alone Community Health Services (Health and Allied Health Services, Managers and Administrative Officers) Multiple Enterprise Agreement 2018-2022
Reports To: CEO	Location: Working across all sites and working from home as required	
Direct Reports: Risk and Quality Specialist	Employment Status: Full-time	Classification: Grade 4
Position Primary Purpose		
The Risk and Quality Manager works to ensure AccessHC delivers safe, high quality services and effectively manages risk across the organisation. They are responsible for leading internal assurance and audit activities, continuous quality improvement, risk management and policy and procedure development.		
Decision Making Authority	Key Relationships	
Decisions made independent of Manager <ul style="list-style-type: none"> Decisions as per the AccessHC Delegation framework 	Internal <ul style="list-style-type: none"> Board Quality & Safety Committee Executive Team Senior Leadership Team Management Team Management Committees Accreditation & Compliance Manager All Staff 	External <ul style="list-style-type: none"> Audit partners Funder quality agencies/contacts Contractors

This position description provides a comprehensive, but not exhaustive, outline of the key activities of the role. AccessHC employees will therefore be expected to comply with manager's directions when and as required, which may include completion of duties not listed in this document.

Key Accountabilities	
Focus Areas	Responsibilities
Leadership	<ul style="list-style-type: none"> Lead risk and quality activities in accordance with the organisation's purpose and values Work collaboratively with the leadership team to contribute to key organisational initiatives and support effective change management across the organisation Participate in organisational leadership forums, committees and meetings as directed by the CEO / Executive Represent the organisation effectively with key internal and external stakeholders Develop annual plans for the Risk and Quality function aligned to organisational objectives Provide effective supervision, support and development to the Risk and Quality Specialist.
Risk Management	<ul style="list-style-type: none"> Lead the implementation and continuous improvement of AccessHC's Risk Management Framework under the guidance of the CEO and Leadership team Support risk owners to identify, assess and manage risks in accordance with the Framework.
Continuous Quality Improvement	<ul style="list-style-type: none"> Lead organisational continuous improvement planning in response to annual consumer experience survey, accreditation and impact measurement activities Support the Leadership team to develop and implement Quality Improvement Plans for their teams/services Coordinate delivery of organisation-wide continuous improvement initiatives Monitor completion of organisational Quality Improvement initiatives and report on progress.
Assurance and Audit	<ul style="list-style-type: none"> Lead the design and delivery of a calendar of internal assurance and audit activities by AccessHC staff or specialist contractors to effectively manage risks, quality and compliance Monitor and report on completion of corrective actions and/or recommendations as a result of audit and assurance activities Lead the investigation of serious incidents and complaints, including ensuring that these get appropriately reported internally and externally as required.
Policies and Procedures	<ul style="list-style-type: none"> Oversee the policy and procedure development, review and approval process in accordance with AccessHC's approved Policy and Procedure Framework
Communications and Reporting	<ul style="list-style-type: none"> Develop high quality monthly reports and insights on risk and quality for the Executive, Practice Excellence Committee and relevant Board Sub-Committees Work collaboratively with the Communications team to communicate risk and quality initiatives to the organisation
AccessHC Values	<ul style="list-style-type: none"> Through actions and behaviour, demonstrate AccessHC Values of; Equity, Collaboration, Respect, Innovation and Quality

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Key Accountabilities	
Focus Areas	Responsibilities
Core Capability Framework	<ul style="list-style-type: none"> Through core behaviours, skills and knowledge, demonstrate AccessHC Core Capability Framework of; <i>People Centred, Commitment to AccessHC, Collaborative, Innovative, Quality Outcome</i>
Organisational Governance and Compliance	<ul style="list-style-type: none"> Act in accordance with AccessHC's policies, procedures and code of conduct Maintain updated and valid credentials in accordance with relevant legislation and industry requirements where applicable to the position Participate in mandatory training requirements to support the delivery of a safe and effective service
Workplace Health and Safety	<ul style="list-style-type: none"> Act in accordance with health and safety policies and procedures at all times All staff are required to take reasonable care for their own health and safety and that of other personnel who may be affected by their conduct Treat others with respect and always behave professionally and in accordance with the AccessHC Code of Conduct
Other	<ul style="list-style-type: none"> Other duties and project involvement as agreed

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Selection Criteria	
<p>Mandatory selection criteria items</p> <ul style="list-style-type: none"> • Police Check • Working With Children Check • Driver's Licence • NDIS Worker Screening Check <p>Key criteria selection item</p> <ul style="list-style-type: none"> • Minimum 5 years of experience in health, mental health/AOD, or social care sectors • Experience in leading or coordinating risk and quality functions in a complex operating environment • Qualifications or training in risk, quality, or compliance management (desirable) • Excellent communication skills, with ability to engage internal workforce, operational leaders and key external stakeholders and partners • Proficiency in legislative and regulatory requirements for health and social services • Excellent organisation, time management, analytical, and problem-solving skills 	<p>Attributes</p> <ul style="list-style-type: none"> • Strong personal commitment to the vision and values of Access Health and Community • Demonstrated ability to build and maintain an engaged and positive team culture • Demonstrated ability to lead change within a complex operating environment • High levels of financial acumen • Analytical and problem solving and project management skills • Experienced in Board and audit presentations (desirable)
<p>Access Health and Community (AccessHC) is a Child Safe Organisation that values inclusivity and diversity. We encourage applications from people with disabilities, those with lived experience of mental health and/or alcohol and other drugs (AOD) challenges, and those with diverse genders and sexualities.</p> <p>At AccessHC, our vision for reconciliation is an Australia where Aboriginal and Torres Strait Islander peoples experience equitable health and social outcomes. Our Reflect Reconciliation Action Plan (RAP) will contribute to achieving reconciliation. We will seek an understanding of and acknowledging histories and injustices, support the active expression of culture, build strong, trusting relationships, and apply culturally appropriate practices within our work.</p> <p>We will work in partnership with Aboriginal and Torres Strait Islander peoples to create a welcoming and safe place for everyone at our services. AccessHC acknowledges the Wurundjeri Woi-wurrung people, who are the Traditional Owners of the land on which we work. We pay our respects to Wurundjeri Elders past, present, and future, and extend that respect to other Aboriginal and Torres Strait Islander people and we acknowledge that sovereignty was never ceded.</p> <p>As a vaccine positive organisation, we encourage COVID-19 vaccinations and require successful applicants to undergo a NDIS Check, Working With Children Check, Police Check and potentially an International Check.</p>	

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