

## CatholicCare NT Role Description

Position Title		Quality Officer (NACAP)
<b>Position Number</b>	CC2525	
<b>Salary</b>	Base Salary SCHADS Grade 6 \$107,727 Plus superannuation, 17.5% leave loading and salary packaging option	
<b>EFT</b>	Part Time 0.5 FTE	
<b>Location</b>	Darwin	
<b>Commencement</b>	ASAP	
<b>Completion</b>	Ongoing (subject to funding)	
<b>Last Reviewed</b>	New	

### 1. Program Description

National Aged Care Advocacy Program (NACAP) provides free, independent and confidential advocacy support, education and information to older people (and their representatives) receiving, or seeking to receive, Australian Government funded aged care services. The aim is to support access to quality aged care services which meet an individual's needs through provision of independent, confidential advocacy support.

### 2. Purpose of the Position

The Quality Officer (NACAP) is responsible for providing support to applicable Managers and Aged Care Advocates to enable national consistent implementation of NACAP Requirements. The Quality Officer will provide support in line with the National aged Care Advocacy Framework, National Minimum Data Set, and all resources on the Advocacy Academy and Aged Care Act hub.

### 3. Organisational Relationships

Exercises a degree of autonomy and reports to General Manager Quality Systems. The position will work closely with the CCNT Regional Managers, Contract Manager for NACAP, ACA Team Leader, CCNT Aged Care Advocates and external key stakeholder; Older Persons Advocacy Network (OPAN).

### 4. SCHADS Grade 6 Characteristics

- Operate under limited direction from senior employees or management and undertake a range of functions for which operational policies, practices and guidelines may need to be developed.
- Scope to influence the operational activities of the organisation and would require incumbent to be involved with establishing operational procedures, which impact upon the organisation and/or the sections of the community served by it.
- Expected to contribute to management of the organisation, assist or prepare budgets, establish procedures and work practices.
- Involved in the formation of programs and work practices and will be required to provide assistance and/or expert advice to other employees.
- May be required to negotiate matters on behalf of the organisation.

- Responsibility for decision-making in the particular work area and the provision of expert advice.
- Provide consultation and assistance relevant to the workplace.
- Set outcomes for the work areas for which they are responsible to achieve the objectives of the organisation.
- May be required to undertake the control and co-ordination of a program, project and/or significant work area, which requires a good understanding of the long-term goals of the organisation.
- Exercise managerial responsibility, work independently as specialists or may be a senior member of a single discipline project team or provide specialist support to a range of programs or activities.
- Positions at this grade may be identified by:
  - impact of activities undertaken or achievement of stated outcomes or objectives for the workplace;
  - the level of responsibility for decision-making;
  - the exercise of judgment;
  - delegated authority;
  - and the provision of expert advice.
- Managing time is essential so outcomes can be achieved.
- High level of interpersonal skills is required to resolve organisational issues, negotiate contracts, develop and motivate staff.
- Will be required to understand and implement effective staff management and personnel practices.

## 5. Key Responsibilities and Performance Standards

5.1 Support Aged Care Advocates to understand all OPAN guiding resources and build their capacity to provide effective, and accurate reporting of information, advocacy, education and events in line with NACAP nationally consistent objectives.

5.2 In collaboration with the Contract Manager, be the key liaison to OPAN on behalf of CCNT for reporting, MDS and advocacy practice questions.

5.3 Participate in NACAP resource and data design projects as required and provide feedback on implementation issues, staff experiences to improve NACAP advocacy and data resources and training.

5.4 Contribute, through knowledge sharing, to key network meetings and communities of practice including Advocacy Operations and Practice groups, Salesforce Community of Practice and the NACAP Quality Officer meetings.

5.5 Deliver local member training and support the OPAN delivery of training where required for new areas of implantation to grow the confidence of all NACXAP staff

5.6 Oversee the quality assurance process for data entry (including case notes and presenting issues selection), reporting and the application of all MDS counting rules to ensure the national consistent applications are reflected at the local level.

5.7 Participate in CCNT Quality Team meetings and related quality activities such as identifying processes and systems which enhance organisational functionality and identify gaps in systems and offer solutions to address risk and ensure alignment with relevant industry standards.

5.8 Provide accurate quarterly MDS Data and monthly monitoring data on timely manner and provide feedback to Advocates and ACA team ongoing basis.

#### **5.8 Participate in Supervision and Meetings;**

Attend and participate in regular supervision, team meetings and other meetings as required.

#### **5.9 Safeguarding Children**

Our organisation takes child protection seriously, and as an employee/volunteer of CatholicCare NT, you are required to meet the behaviour standards outlined in our Safeguarding Children and Young People Policy (ORG/SP/P030). You will have received a copy of this policy as part of your induction. You can also access a copy of this policy via the Intranet.

All staff are to provide a service in line with our safeguarding children policies and procedures and are required to report any concerns of abuse and neglect toward children and young people to the relevant authorities as per policy and procedure. Any criminal charges or convictions received during the course of employment/ volunteering that may indicate a possible risk to children and young people must be reported to the relevant Line Manager within forty eight (48) hours.

### **6. Personal Attributes**

The incumbent must maintain strict confidentiality in performing the duties of the position and must demonstrate the following personal attributes:

- Compassion, empathy, sense of justice and tolerance
- Demonstrated organisational fit with ability to work within a culture and values framework
- Team player with ability to work with others in a spirit of trust, respect, reflection and accountability
- Adaptable with resilience to work in difficult situations and willingness to work beyond the role description when required
- Ability to represent CCNT in a culturally appropriate and professional manner at all times

### **7. Work Conditions**

The Quality Officer position is located in a busy, open area office in Darwin, however by nature the role requires regular travel and overnight stays to sites such as Alice Springs and Tennant Creek. This could potentially be monthly travel for a week at a time.

## 8. Selection Criteria

- 1) Prerequisites:
  - I. degree with substantial experience;
  - II. post graduate qualification;
  - III. associate diploma with substantial experience;
  - IV. attained through previous appointments, service and/or study with a combination of experience, expertise and competence sufficient to perform the duties required at this grade.
- 2) A minimum of two years experience working in the not for profit, health, aged care, or human services sectors, preferably in NACAP.
- 3) Strong interpersonal and communication skills including the ability to liaise with a range of stakeholders, provide clear and concise reports and data analysis
- 4) Demonstrated cultural competency, particularly in working with Indigenous people
- 5) Experience in developing and implementing quality systems including data management, conducting internal audits, mentoring staff, supporting accreditation and change management processes.
- 6) High level organisation skills including well developed priority setting skills and the ability to meet deadlines.

## 9. Special Conditions

- 1) Must be an Australian Citizen or have unlimited work rights within Australia.
- 2) This position is subject to a satisfactory criminal history check that must demonstrate that you have not had inappropriate dealings with children, or been charged or convicted of a domestic violence offence.
- 3) Valid NT Drivers Licence and Ochre Card.
- 4) This position requires you to apply for a Working with Children Clearance/Ochre Card prior to your employment commencement date and send us receipt of payment. This will be at your own cost.
- 5) If you have resided in an overseas country for 12 months or more in the past 10 years, this position requires you to complete an International Criminal History check (ICHC) prior to your employment commencement date. The outcome of the initial screening check must be satisfactory.
- 6) This position is classified as a mandatory worker position for the purpose of COVID-19 vaccines and directions issued by the NT Chief Health Officer.
- 7) Six-month probation period.
- 8) Non-smoking working environment.
- 9) The contact details of at least two referees are required.
- 10) Evidence of qualification attainment will be required.
- 11) Aboriginal people are strongly encouraged to apply.