

Quality and Compliance Officer

POSITION DESCRIPTION

<i>Position Details</i>	
Title	Quality and Compliance Officer
Location	Coffs Harbour and Newcastle Office
Level	Clerical Level

<i>Relationship and Stakeholders</i>	
Reports to	CFO/Clinical Team Leader and Governing Body
Direct Reports	Nil
Number of Employees	Nil
Key Internal Relationships	<ul style="list-style-type: none">• Rostering Team• Finance Team• Service Delivery Team• Clinical Team• Human Resources• Administration Team• Consumer advisory body• Governing Body
Key External Stakeholders	<ul style="list-style-type: none">• External Audit Bodies

<i>Position Purpose</i>
<p>The purpose of this position is to:</p> <ul style="list-style-type: none">• The Quality and Compliance Officer works closely with the Chief Financial Officer, Governing Board and Management Team to manage the Continuous Quality Improvement framework and ensure certification and accreditation compliance.• The Quality and Compliance Officer will ensure that key systems, policies, procedures, and related documents are maintained on Visual Care, the Subee N Drive and updated as required.• Leading a continuous improvement approach to quality and management systems.

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- Engaging with all clients, employees and stakeholders and demonstrate a commitment to improving care and services across clients home.
- Identifying and mitigating emerging risks that could impact the delivery of care and services.
- Interpreting and implementing all legislative and compliance updates, whilst ensuring employee are aware of their responsibilities due to changes in legislation.

This document describes the main responsibilities of the position and is not designed to be prescriptive. The staff member can expect to undertake other duties in addition to those described in this document. All staff are expected to demonstrate behaviours that align with Subee Pty Ltd Mission Statement, Code of Conduct and Equal Employment Opportunity Principles.

Selection Criteria to be Addressed

Qualifications

Essential

- Relevant tertiary qualifications
- Valid Driver's Licence
- NDISWSC

Desirable

- Knowledge of Aged and Disability sector legislation and compliance
- Current registration as a Registered Nurse with the Australian Health Practitioners Regulation Agency (AHPRA)
- First Aid

Knowledge & Experience

Demonstrated capability, typically 1-2 years, in the following areas:

- An understanding of quality management systems including continuous improvement, internal auditing practice and the ability to coordinate schedules.
- An understanding (or ability to rapidly understand) the legislative and regulatory environment for Disability support services, ACIS and Aged Care.
- Knowledge of the practice standards and quality framework for In Home Aged Care Packages, NDIS and ACIS 5.0.
- Collecting and analysing data for reporting purposes.

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Key Result Area	Key Activities
Quality/Risk	<ul style="list-style-type: none"> • Develop, implement, and maintain a quality framework that supports optimal outcomes in relation to quality assessment and monitoring, complaints resolution, education and consumer engagement. • Monitor and review existing processes and systems to support quality-based service delivery that focuses on positive care recipient outcomes. • Review Incident and Risk registers • Provide strategic advice to Subee Management in regard to legislative, contractual and compliance standards. • Facilitate clinical adverse outcome and complaint investigations and correlating submission compilations where appropriate. • Prepare and facilitate regular Quality Reporting meetings and follow up on actions and recommendations arising. • Maintain a continuous improvement plan • Coordinate and minute Management Meetings
Document Management	<ul style="list-style-type: none"> • Maintain quality control documentation and version control on Visual Care. • Review and update Subee Policies and Procedures against changes in standards and legislation. • Co-ordinate the quality improvement and corrective actions arising from Incident Reports, WH&S issues, identified hazards, complaints and feedback.
Feedback	<ul style="list-style-type: none"> • Implement regular customer and employee evaluations and surveys. • Review concerns which are escalated to you regarding the delivery of service and implement appropriate action with relevant departments.
Auditing	<ul style="list-style-type: none"> • Maintain auditory, regulatory and certification standards including conducting regular internal audits and structured reviews. • Work in collaboration with external Quality Auditors and

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	associated Quality Consultants to ensure successful audits and follow up on areas of identified need.
Work Health and Safety	<ul style="list-style-type: none">• Conduct themselves in a manner that will not endanger themselves or others.• Participate in Occupational Health and Safety training.• Assist with audits of work procedures, equipment, and workplaces.• Identify areas of improvement by submitting concerns to HSC committee within the Department.• Contribute ideas and suggestions that promote safety awareness.• Be aware of emergency procedures and codes.• Report unsafe work practices, incidents, hazards and near misses.• Report unacceptable workplace behaviours such as harassment and bullying.

Agreement of Position Description:

I have read, understood, and agree to comply with this job description.

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

<i>HR Coordinator Name:</i>	
<i>HR Coordinator Signature:</i>	
<i>Date:</i>	

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