

Quality Support Officer

TEAM:	People and Culture
LOCATION:	Perth
REPORTING LEADER:	<i>Executive People and Culture</i>

ABOUT HELPINGMINDS

HelpingMinds Limited is a long-established non-profit organisation that provides safe and high-quality services in the community to support families, carers and people living with a mental health challenge and psycho-social disability. We are an accredited NDIS provider who provide support and hope to live the best life possible.

Our Purpose is by providing hope, we support our clients, carers and families to live their best lives possible.

Our Mission is to support family recovery and make a positive difference in the community and mental health sector through advocacy, education and the delivery of quality support services.

HelpingMinds promotes mental wellbeing by supporting individuals, families and friends to recovery.

- We understand families are important to the person living with mental distress.
- We understand every family is different
- We understand the importance of listening
- We understand the importance of connections
- We help build skills and confidence
- We empower hope in you and your family through your recovery journey

As a values-led organisation all team members act in accordance with our values of Hope, Collaboration, Trust, Integrity and Respect. Each team member undertakes their role utilising their unique skills and abilities to contribute to our purpose and mission.

PURPOSE OF THE ROLE

The Quality Support Officer is responsible for providing support to the Care Governance Lead and Executive People and Culture in the implementation of quality assurance programs to meet recognised standards. This role will also provide general administrative support in the delivery of policy review and audit processes.

Reporting to the Care Governance Lead, the role requires a person-centred approach whilst focussing on supporting the organisation to increase quality outcomes for its clients.

Quality Support Officer

The role is tasked with maintaining a Quality Assurance Programme that checks accuracy, identifies trends and ensures that the organisation meets and maintains its accreditation under the following standards.

- National Safety and Quality Health Care Standards (Version 2)
- National Standards for Mental Health Services
- NDIS Practice Standards and Quality Indicators
- National Safety and Quality Digital Mental Health Standards

PRIMARY DUTIES AND RESPONSIBILITIES

Quality Assurance

- Provided assistance in associated accreditation processes and support the coordination of requirements in conjunction with the Executive People and Culture and Care Governance Lead.
- Assist with the development, formatting, and publishing of HelpingMinds policies and procedures.
- Actively promote a culture of continuous improvement by guiding and empowering team members in understanding the importance of continuous improvement and embedding best practice.
- Maintain an up-to-date quality improvement register and audit schedule
- Develop and maintain a Safety and Quality page on HelpingMinds intranet page
- Monitor and update the document control register to minor updates of policies and procedures
- Awareness of updated changes for new policies and procedures, expectations in line with various standards and accreditations.
- Assist with the implement of standards and regulatory codes appropriate to the organisations needs
- Liaise with accreditation bodies and auditors to ensure coordination of appropriate audits are efficient.
- ISupport the implementation of appropriate statistical and quality tools to monitor and improve business performance and upcoming accreditation or audits.
- Assist with the implementation of quality assurance and business improvement training for the organisation
- Provide support with the administrative components of in the accident and incident framework including but not limited to, maintaining spreadsheets and uploading data.
-
- Perform other administrative duties as directed by Executive People and Culture or Care Governance Lead.

Governance, Safety and Quality Requirements

In addition to your role specific responsibilities, HelpingMinds expects team members will:

- Perform other duties as requested or required and which are within the scope of their role and the capabilities of the employee.
- Understand the evolving health and regulatory environments and assisting to embed clinical governance frameworks, understand the interface between health and disability alongside the Clinical Governance Lead.
- Be responsible for ensuring, as far as practicable, the provision of a safe working environment.
- Have an understanding and fulfils National Safety and Quality Standards requirements including but not limited to:
 - Participating in continuous safety and quality improvements actions, such as audit reviews and drills that result in improvements to patient/client care, team member knowledge or the consumers experience that align with actions describes within the standard.
 - Participating with the development, implementation, reporting and monitoring of HelpingMinds activities.
 - Ensuring records and statistics are kept in accordance with establish procedures.
 - Participating in annual performance development review and regulatory compliance.
- Perform duties and acts within the legal and financial constraints and boundaries of your role including but not limited to:
 - The Mental Health Legislation and Carers Recognition Act;
 - Commonwealth and State Funding Agreements;
 - Industrial Laws and Occupational Health and Safety Legislation;
 - The National Mental Health Standards 2010;
 -
 - National Safety and Quality Digital Mental Health Standards
 - NDIS Quality and Safeguarding Commission
 - The Australian Commission Safety and Quality Standards for Accreditation version 2;
 - The HelpingMinds Staff Agreement 2016 as well as current organisational Policies and Procedures;
 - HelpingMinds Code of Conduct, NDIS Code of Conduct and
 - Work in accordance with your Employee Classification Definition according to the HelpingMinds Staff Agreement 2016.

Quality Support Officer



AUTHORITY AND SUPERVISORY REQUIREMENTS

This role may have duties under the purview of other management team members, however, will ultimately report to:

This position is:

Roles supported by this position:



POSITION STATUS, REMUNERATION AND BENEFITS

Position type:	Full-time
FTE:	0.8 - 1.0 FTE
Position Classification:	Salary level 3.1 – 3.3
Wellness days:	2 Wellness days per calendar year (more than 0.5 FTE) 1 Wellness day per calendar year (less than 0.5 FTE)
District and Remote Allowances:	Employees located in regional WA may be entitled to payment of District and Remote allowances.
Salary Packaging	Permanent employees salary packaging available up to \$15,900 <i>*HelpingMinds recommends employees seek independent advice prior to salary packaging**</i>

ESSENTIAL MINIMUM SELECTION CRITERIA

QUALIFICATIONS AND LICENCES

- National Police Clearance (no older than 6 months)
- Working with Children Card
- Current Drivers Licence and reliable vehicle
- Relevant qualification in Business Administration (minimum Certificate IV)

EXPERIENCE, SKILLS AND KNOWLEDGE

- Experience in providing administrative support in quality and compliance systems
- Demonstrated knowledge of the Mental Health and NDIS Sector including accreditation standards and processes and Frameworks
- Experience with safety and quality management systems, regulatory compliance and internal audit management
- Experience with assisting in the development of organisation wide policies and procedures
- Strong attention to detail and outstanding written and verbal communication skills
- Exposure to and/or experience in delivering / facilitating training to all levels of staff;
- Results focused, innovative and determined in approach to delivering quality of outputs
- Strong communication and time management skills with the ability to work under pressure;
- Able to work independently and must be able to work cooperatively and collaboratively as a team member;
- Consistently demonstrates behaviours that reinforce the values of HelpingMinds;
- Well Developed computer skills, including Microsoft office and data reporting programs

DESIRABLE SELECTION CRITERIA

- Similar experience in mental health/carer not-for-profit organisation/s, government departments or corporations;
- Understanding of NDIS practice standards

Quality Support Officer



EMPLOYEE DECLARATION

I have read and understand the responsibilities and duties set out in this job description.

Signed: _____

Date: ____/____/____

Print name: _____

HelpingMinds is an equal opportunity employer supporting diversity in the workplace. We are committed to creating and safe environment for all team members and clients. To view our diversity statement please visit the HelpingMinds website <https://helpingminds.org.au/diversity-statement/>

This document can be made available in alternative formats on request for a person with a disability.