POSITION DESCRIPTION
QUALITY COORDINATOR

OVERVIEW

Program:	Sacred Heart Community (SHCom)
Reports to:	Manager Sacred Heart Community
Supervise:	N/A
Date of Last Review:	30 June 2021
Classification:	Registered Nurse Level 4 Sacred Heart Mission Nurses Enterprise Agreement 2019 or subsequent Agreements
Victorian Portable Long Service Benefits Scheme	This role has been deemed ineligible to participate in Scheme

ORGANISATION CONTEXT

Sacred Heart Mission (SHM) works with people whose capacity to participate fully in community life is affected by deep, persistent disadvantage and social exclusion. Since opening our doors in 1982, the Mission has been providing a range of innovative, relationship based service responses which enable people to overcome disadvantage and realise their full potential. As a trauma informed organisation, our shared recognition of the impact of trauma informs and guides all of our interactions with the people who access our services.

SHM is an Equal Opportunity Employer and an Environmental Sustainability driven organisation. We provide equal employment opportunities to all employees without regard to race, colour, religion, gender, national origin, age or disability. We ensure staff and volunteers operate from fit for purpose facilities that adopt green building design and practices.

SHM has a number of staff committees across the organisation committed to championing best practice in these areas. Our EEO groups lead by example to break down the barriers to inclusion and to foster a diverse workplace where people are free from discrimination and disadvantage and are treated with respect and dignity. Our Green team has set targets for developing SHM's environmental profile as a sustainable organisation and as a leader in the sector.

VISION

Our vision is of an inclusive, fair and compassionate community, which enables people to overcome disadvantage and realise their full potential.

MISSION

Our mission is to build people's capacity to participate more fully in community life, by addressing the underlying causes of deep, persistent disadvantage and social exclusion.

We do this by:

- Ensuring access to the necessities of food, clothing, housing, health care and specialised services.

- Listening, understanding and responding to people in a holistic, caring, and respectful way, so they can take control of their lives.
- Delivering accessible, responsive, evidence informed and innovative services.
- Welcoming people in the spirit of social justice, co-operation and partnership to create better communities.
- Engaging sector partners, researchers, philanthropy, business, government and the broader community, to contribute their time, expertise and resources.

PROGRAM INFORMATION

Sacred Heart Mission (SHM) is made up of four Divisions, Client Services, People and Strategy, Business Development and Business Services.

Within the Client Services Division, programs are organised across two streams of services, as per the SHM service model:
- Engagement Hubs and individualized planned support, and
- Ongoing Support

Ongoing Support
The Mission's Ongoing Support services provide a specialist service response for vulnerable members of the community, many of whom require a high level of support for an indefinite period.

- Our Sacred Heart Local provides Consumer Directed Care Packages to older people and NDIS eligible adults living in the community to safely maintain their familiar environment and increase social connection.

- The Rooming House Plus Program and Bethlehem Community are supported residential services for people with complex needs including mental and physical health issues as well as aged related conditions.

- Sacred Heart Community provides a home for life in which older people can live in safety and rebuild social connections.

Sacred Heart Community
Sacred Heart Community is a supported residential facility providing a "home for life" for 97 people. The "My Community, My Way" model of care creates empowerment, autonomy and independence for people living with chronic complex physical and mental health issues. Drug and alcohol misuse and significant financial and social disadvantage are common factors for our residents who range in ages from younger adults to the elderly. Sacred Heart Community is a home for life. This service is both accredited and funded under residential aged care, as governed by the Aged Care Act 1997, and under NDIS legislation. As well as providing a welcoming and community focused "home" for residents we also help residents to maintain and reconnect with family, friends and participate in activities outside the home. SHCom has well established partnerships with external health and community service providers bringing together a comprehensive team to meet people's needs.

PURPOSE OF THE POSITION

Responsible for maintaining Sacred Heart Community's quality systems and assisting with ongoing compliance with the Aged Care Quality and Safety Commission and NDIS regulations . This will be achieved through; encouraging innovation and facilitating continuous quality improvement in both action and documentation; the monitoring of quality activity; internal audit program; meeting key performance indicators; and completing service reports.

These reports include monthly Quality reports, QPS benchmarking submissions and reports, SIRS reporting requirements, NDIS reporting requirements and Clinical Governance reporting requirements. Providing reports to the relevant Sacred Heart Mission Quality Committees.

Responsible for conducting scheduled audits of buildings, maintenance and cleaning and providing reports to the Manager and Quality Committee of Sacred Heart Community.

KEY RESPONSIBILITIES

Accountability	Major Activities
Quality Management System **(Continuous Improvement Program)**	- Ensure the necessary policies and procedures are in place to enable all staff to undertake the function of their role and to ensure all quality standards are met - Responsible for updating Policies and Procedures in Standards 1 to 8 with the Deputy Manager, Quality Committee members and all relevant staff - Responsible for maintaining and operationalising the SHCom Plan for Continuous Improvement (PCI) - Preparation of documents for the Quality Meeting - Chairing of the Quality Meeting, and follow up of actions as identified
Annual Quality Activities	- Responsible for the review of audit tools and schedules, based on the findings of the SHCom Quality Committee - Coordinate audits and confirm compliance across the services with relevant staff on a monthly basis, including the completion of reports - Provide reports to the relevant SHM Quality Committees - Responsible for conducting cleaning, maintenance and hospitality audits
OH&S	Exercise a duty of care to work safely, taking reasonable care to protect your own health and safety and that of your fellow workers, volunteers and clients including following safe working procedures and instructions
RISK	All SHM staff are responsible for considering, identifying and addressing risk (the effect of uncertainty on objectives) whether positive (opportunities) and/or negative (threats).
CQI **(Continuous Quality Improvement)**	All SHM staff are responsible for identifying areas of the strategic plan that 'add value', and for implementing and monitoring CQI initiatives. Staff are open to new ways of doing things, respond to challenges with innovative ideas and solutions and promote a continuous quality improvement culture.
TIC **(Trauma Informed Care)**	All SHM staff are responsible for engaging in learning and development to integrate their understanding of and responsiveness to the impact of trauma within their work.

MANDATORY REQUIREMENTS

- A current Registered Nurse (RN), qualification with AHPRA
- Experience in Aged Care

- NDIS Worker Screening Clearance Check

KEY SELECTION CRITERIA

- Experience in residential aged care
- Demonstrated operational knowledge and experience in managing quality systems
- Well -developed computer skills, including data management and report building
- Effective written and verbal communication skills with the ability to build and share knowledge and technical expertise with others within a team environment.
- Strong alignment to SHM Values