



# Position Description

## Quality and Data Coordinator

Schads Level 5/Nurses Award 2010 Level 2

**Mums and Kids Matter**  
**November 2021**

### Agreement

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Signed – Manager

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Signed – Employee

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Date

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Date

**Do all the good you can**  
because every life matters



# Quality and Data Coordinator

## Mums and Kids Matter

### 1 Overview of Wesley Mission

Wesley Community Services Limited, a company limited by guarantee pursuant to the Corporations Act 2001, is a Public Benevolent Institution operating as Wesley Mission to deliver services and programs to provide direct relief of poverty, sickness, suffering, distress, adversity, disability, destitution, and helplessness in New South Wales and other parts of Australia as inspired by the work of Jesus Christ in word and deed. Our vision is to:

“Do all the good you can, by all the means you can, in all the ways you can, in all the places you can, at all the times you can, to all the people you can, as long as ever you can”.

Out of Christian love and compassion we are driven by Christlike servant hood, unfailing integrity and courageous commitment.

The organisational plan is based on four key result areas, namely:

- our clients
- our people
- our operations
- our financials

Our position descriptions and performance plans are aligned with these four key result areas.

### 2 Overview of Mums and Kids Matter

Mums and Kids Matter (MaKM) supports mothers with young children (0-5) who have a diagnosed (moderate to severe), yet stabilised mental health condition and complex psychosocial needs. MaKM provides a range of tailored, recovery-oriented health, psychological, social, parenting and family supports. Women are offered either residential care or in-home support packages within the community.

**Residential-** Residential component operates from a single site for short term (up to 12 weeks) non-acute residential care in 8 units of accommodation. Services provided include psychological therapies, parent education, living skills training and support, playgroup sessions and health clinic sessions.

**Local Support Care Packages (in-home/community)** - provided in any location in NSW, in the client's chosen community depending upon MaKM network capacity. Community care for mothers and their



child(ren) will include facilitating the care planning, parenting supports and delivering psychosocial interventions.

**The principles guiding MaKM model of care are consistent with and adapted from principles outlined in Mental Health Care in the Perinatal Period Australian Clinical Practice Guideline, 2017. Mums and Kids Matter is an initiative funded by the Australian Government through NSW Health.**

### **3 Overview of team**

Members of the Mums and Kids Matter (MaKM) multidisciplinary team provide expert mental health care and other interventions to clients in the program, supporting activities of daily living and building on parenting and independent living skills. They work with clients in the program to meet their recovery goals. Team members work collaboratively with the client and her family, other members of the Mum and Kids Matter multidisciplinary team (MDT). In addition to other key stakeholders such as the client's Community Mental Health Case Manager (NSW Health) and Department of Communities and Justice (DCJ) Case Manager to ensure the best possible outcomes. Team members support the client as she transitions from residential facility to their home in the community. Details and focus of the programme are outlined in the Mums and Kids Matter Programme manual.

### **4 Overview of role**

The Quality and Data Coordinator is an appropriately skilled and experienced professional whose primary role is to ensure the program meets and exceeds Quality Standards that meet the funding body requirements and Wesley Mission Clinical governance. The Quality and Data Coordinator facilitates the monitoring program performance to enable timely interventions and quality improvement initiatives.

The Quality and Data Coordinator oversees quality improvement at Mums and Kids Matter, as directed by the Program Manager.

The role overview includes;

- data collection for monthly reporting or for research projects
- facilitates accuracy of data collection for Minimum Data Set (MDS) and BI reporting used for budgeting and monthly business reporting, incident monitoring, management and analysis to ensure quality improvement



1. Quality improvement activities;
  - tracking, monitoring and implementation of corrective measures
  - data collection and entry
  - incidents, complaints and compliments monitoring and reporting
  - regular audits to facilitate regular and coordinated monitoring of service delivery
  - facilitate monitoring program performance through maintenance of relevant clinical and operations spreadsheets
2. Undertaking staff induction and ongoing training and competency with
  - Carelink and S-Drive filing
  - Policies and Procedures
  - Work Health and Safety
  - Infection control practices
3. Working closely with QRC, Clinical governance and WHS teams to initiate or improve and maintain quality service delivery.

## 5 Relationships

Reports to: Team Leader Operations & HR

Works with:

- Mums and Kids Matter Staff
- Wesley Mission administrative teams and functional services provided by Head Office e.g. finance, legal, communications, fundraising, property development and human resources as appropriate.
- Other Wesley Mission staff, including those in the Wesley Mission support services
- Relevant organisations outside Wesley Mission e.g. Local health Districts, Uniting Church, government departments, service providers, industry organisations and other key stakeholders.
- Relevant service providers for partnering or potential partners



## 6 Major role responsibilities

1. data collection for projects and continual improvement of Mums and Kids Matter program
2. collate data from various databases and information systems to meet reporting requirements and to track service trends
3. Maintain master data set for regular reporting and external evaluation purposes
4. Understanding BI Reporting platform and Carelink for client audits, monthly reports and ongoing quality improvement projects
5. Monthly internal client data reports
6. Carelink, policies and procedure, infection control and WHS site inductions
7. Preparation and updating of relevant work instructions and policies and procedures
8. Directing, promoting and supporting staff understanding and utilisation of MAKM policies and procedures for effective and consistent practice and client support
9. Maintaining weekly and monthly audits and ensure all spreadsheets are updated correctly and within a timely manner
10. Coordinate all employee carelink training for accurate records and data capturing required for professional practice standards as well as for reporting purposes
11. Works closey with Carelink+ Technical Specialist, Data and Performance Coordinator, QRC, Clinical governance and WHS teams to intiate or improve quality service delivery
12. Maintains Incident reports information complaints and compliments, clinical governance reports, child safety audits and other such allocated relevant logs
13. proactively support a positive service culture across all service areas that is supportive, non-judgemental and reflective of Wesley Mission's values
14. be a strong ambassador for Wesley Mission and the Mums and Kids Matter team
15. as directed by your supervisor and/or manager, perform other duties not inconsistent with the functions and role of Quality and Data Coordinator.
16. Congregational and community relationships
17. WHS policies and procedures are implemented and maintained.

### 6.1 Performance measures

- Meet all individual KPI's related to role



## **6.2 Our people (our team)**

- maintain a positive culture within Mums and Kids Matter (MaKM) that is proactive, non-judgmental and reflective of Wesley Mission's values
- attend all team meetings and mandatory training
- adhere to all Human Resource (HR) policies and procedures
- meet with your manager to discuss issues such as resourcing needs, your performance, training/development needs, work, health & safety issues etc.
- on an annual basis, document your progress using the Employee Contribution & Development template and meet with your manager to discuss
- identify career training and development and career growth opportunities that will also benefit the program i.e. MaKM
- support the organisation by attending at least two (2) 'whole of mission' events per calendar year, as agreed with your manager
- identify and recommend opportunities to increase team satisfaction
- maintain shared office space and workstation cleanliness

### **6.2.1 Performance Measures**

- meet and/or exceed individual KPIs
- meet 100% reporting requirements by the due date
- attend all team meetings
- attend two (2) 'whole of mission' events each year

## **6.3 Our Operations**

- Provide information on data quality and prepare spreadsheets for use in analysing trends, performance across program services
- actively support the regular review of systems and processes to seek more efficient and effective methods of delivery and to ensure continuous improvement
- adhere to all processes as outlined in the MaKM program manual and the Carelink+ training manual
- Comply with Wesley Mission's Work Health and Safety Management Framework and ensure that this is applied to all relevant program documentation and activities
- complete training as requested to ensure compliance with systems
- adhere to all project delivery processes



- monitor and manage allocation of resources to support delivery of the Mums and Kids Matter program
- complete all reporting requirements in a timely manner and to a professional standard
- be an advocate of the Wesley Mission brand, ensuring brand compliance and use of correct templates

#### **6.3.1 Performance Measures**

- 100% reports and projects completed by the due date and to a professional standard
- 100% compliance with WHS Requirements
- 100% spreadsheets are up to date
- compliance with all policies and procedures

#### **6.4 Our financials**

Operate within the financial policies and budgets of Wesley Mission when entrusted with Wesley Mission assets, including vehicles, mobile phone and internet access, protect the asset from harm or loss and keep discretionary and personal costs to a minimum.

#### **6.4.1 Performance Measures**

- operate within budget
- promote cost-saving measures
- ensure only reasonable and necessary expenditure for authorised business travel is incurred
- all financial processes are followed

### **7 Professional responsibilities**

- model excellence in ethical service delivery and professional standards
- manage issues as they arise, communicating operational issues early to the Team Leader Operations & HR, to help manage risk
- manage all aspects of your workload including meeting individual KPI's
- participate, at least annually, in Wesley Mission's Employee contribution and development process
- practise within the guidelines described in the Code of Conduct and Ethics and other statutory requirements
- apply and promote a person-centered approach to practice and provide service delivery
- support Wesley Mission's strategic plan and MaKM's business plan



- meet with a manager monthly to do MaKM supervision when requested
- provide reports and complete project activities
- handle confidential matters with discretion and professionalism
  - be responsible under the Work Health & Safety Act for the health and safety of people you come into contact with, during employment. All hazards and injuries must be reported through the Wesley Mission's Work Health, Safety and Rehabilitation Quality Management System and site procedures
  - attend Wesley Mission functions, meetings, seminars, training courses
  - participate in Wesley Mission's Orientation program, to gain an understanding of the application of the EEO, Affirmative Action, Privacy Act, Work Health & Safety Act and other relevant legislation
  - willingness to report impropriety in keeping with the values of Wesley Mission
  - administer Wesley Mission's philosophy of care and other relevant policy documents
  - Attend four (4) 'whole of mission' events each year.

## **Selection criteria**

- To be successful in this position, candidates must possess the following:
- Good understanding of client information system
- Sound working knowledge of Clinical governance, NSQHS Standards and quality improvement
- Good understanding of policies and guidelines and funding requirements
- Knowledge of WH&S, infection control and how to develop and implement safe work systems for the work environments
- Excellent written, verbal and communication (interpersonal) skills with an attention to detail
- positive, helpful 'can do' attitude
- high level computer skills i.e. Microsoft Office suite excellent time management and organizational skills
- must hold a current unrestricted NSW Driver's License
- demonstrated ability to be both flexible and take initiative
- demonstrated commitment to the vision, mission and Christian principles of Wesley Mission which support a values driven service culture
- Knowledge and experience of community services and supporting vulnerable people.