

Position Description

Position Title	Quality Officer
Reporting To	Accreditation Coordinator
Employment Status	Full-time
Classification	Band 3
Team/Service	Quality and Consumer Experience
Direct Reports	None
Date	May 2022

POSITION OVERVIEW

The Quality Officer is a valued member of the Quality and Consumer Experience (QCE) team who plays a key role in supporting innovation through the development, review, implementation and monitoring of quality, safety, consumer experience and continuous improvement systems.

The position available would suit an experienced worker who has a keen interest in the development of organisation wide policy and procedures, have good attention to detail, high level organisational skills with the ability to work within short timeframes and manage competing demands. Innovative 'outside the box' thinking, strong conceptual skills and the ability to formulate systemic, whole of organisation responses will be key. This role will provide a great opportunity to learn new skills and to support a culture of quality and continuous improvement across the organisation.

THE POSITION

Key position Responsibilities, Duties and Accountabilities

- Provide administration support to the Accreditation coordinator, including liaising with external and internal stakeholders, organising accreditation meetings and follow up of matters arising from accreditation assessments
- Supported by the Accreditation coordinator, monitor, manage and review the quality improvement register, and the relevant corrective actions following accreditation audits
- Support and assist with the development and review of Neami's organisational policies, procedures, and guidelines, to ensure consistency in format, structure, legal compliance, and continuity with other Neami documentation
- Provide key stakeholders with advice and assistance as required and support staff to better understand the role of the Quality and Consumer Experience team
- Support the maintenance of the feedback and incident management systems

- Participate in Quality and Consumer Experience team meetings, planning sessions, initiatives and working groups as required
- Provide support to the QCE team and undertake general quality tasks when required

Records Management

All PDs

- Ensure records management obligations are met, in accordance with Neami National policies and procedures. This includes the retention of hardcopy and/or electronic records and ensuring files are accurate and kept up-to-date.

Support functions:

- Commitment to understand consumer data requirements and the role of data, monitoring, evaluation and research activity in organisational culture, operations, and strategy.
- Commitment to support activities related to planning, collection, analysis, reporting and use of consumer data.
- Use of data, monitoring, evaluation, and research to continuously improve service provision, organisational functioning and the strategic directions.

ORGANISATIONAL ACCOUNTABILITIES

- Act at all times in accordance with the Neami National Code of Ethics
- Work in accordance with Neami National policies and procedures, including adhering to policies on Privacy and Confidentiality and Records Management
- Follow safe work practices for self and others and comply with Neami National Occupational Health and Safety management processes
- Ensure risks are identified, reported, documented and appropriately managed in accordance with Neami Group policies to ensure safe and effective services.
- Proactively work towards achieving individual and team goals, whilst demonstrating Neami National core competencies and values
- Actively engage in Professional Development opportunities and embrace learning opportunities
- Take an active role in promoting and generating quality improvements processes within your area of responsibility and more generally across the organisation
- Have a commitment to promoting a diverse and inclusive environment for all staff, consumers and carers.
- In addition to the position description accountabilities, all staff are expected to undertake any reasonable tasks as directed

THE PERSON

Experience, Knowledge, Qualifications, Skills and Attributes

Essential

- Proficient in the use of MS Office Suite, particularly in the use of Word and Excel
- Exceptional organisation skills, a high level of attention to detail and initiative whilst performing in a high paced and complex environment
- Sound problem solving skills including the ability to approach problems systematically
- Sound understanding of the principles of quality management systems and commitment to quality and consumer safety, and continuous improvement
- Excellent written communication skills, with demonstrated experience in the preparation of reports and briefs
- Demonstrated ability to work independently and within a team environment
- Demonstrated ability to prioritise work within an environment of competing demands, to problem solve and provide strategies, to deliver timely outcomes and meet reporting deadline

Desirable

- 2-3 years work experience as a Quality Officer or in a similar role
- Knowledge of various quality standards including ISO 9001:2015 Quality Management Standards, National Safety and Quality Health Service Standards (NSQHSS) and National Safety and Quality Digital Mental Health Standards (NSQDMHS)
- Relevant experience and knowledge of quality systems in the Mental health sector and/or human services sector
- Experience in the development and implementation of a quality management system that supports the needs of the organisation and addresses external legislative and accreditation requirements

ACKNOWLEDGEMENT OF POSITION DESCRIPTION

This position description is current at date of approval. It may change from time to time to reflect operational needs and changes to organisational reporting relationships.

By signing your employment agreement, you acknowledge that you have read, understood and accept the responsibilities and accountabilities as outlined above in this position description.