



## POSITION DESCRIPTION

### Quality Improvement Coordinator (QIC)

<b>Level</b>	SCHADS Level 6
<b>Employment Type</b>	Full-time
<b>Reports to</b>	Quality, Safety and Risk Manager

#### **Purpose of the Position**

The QIC Coordinator plays a central role in promoting a genuine culture of Continuous Quality Improvement (CQI) throughout Carpentaria. This will be achieved the implementation and monitoring of quality assurance programs, compliance processes and exploring opportunities for innovation. This position is instrumental in enhancing operational efficiency, elevating quality standards, ensuring adherence to relevant regulations and standards, and identifying and acting on practical ways to do things better.

#### **Responsibilities**

##### **Collaboration and Mentorship:**

- Ensure staff understand what they need to do to meet NDIS, Out of Home Care and Aged Care standards, keep people safe (safeguarding), and maintain good quality services
- Mentor staff in applying CQI approaches within all operational program areas to enhance participant outcomes and promote independence
- Deliver induction and education sessions on CQI practices, practice excellence initiatives and human rights.

##### **Administrative Support:**

- Assisting with maintenance of policies and procedures related to QSR team and CQI initiatives
- Development of induction and education session materials for human rights and CQI practices
- Ensure CQI registry is maintained and updated in timely manner.

##### **Quality improvement approaches:**

- Support the implementation and compliance of the quality frameworks, systems and activities
- Ensure CQI systems and tools maintain alignment with quality standards and objectives associated with national standards for each program area
- Provide CQI insights and support with internal governance committees.

##### **Incident Reporting:**

- Assist with the daily review of incident reporting process with a focus on continuous quality improvement, ensuring incidents are analysed and addressed effectively as required by QSR Manager
- Work closely with teams to review incidents, identify root causes, and implement corrective actions that minimize future risks and support high quality care to participant.

##### **Audit & Quality Improvement:**

- Support internal and external audits by conducting regular internal audit functions to ensure compliance with NDIS, Out of Home Care and Aged Care standards and organisational policies
- Analysing and interpreting data related to quality and performance, preparing reports and presenting findings

- Collaborate with the QSR Manager to review audit findings, implement corrective actions, and promote continuous quality improvement
- Track and report on the implementation of improvement plans stemming from audit outcomes.

**Project management:**

- Planning, organising, and managing CQI projects, ensure timely completion and achievement of project objectives.

**Essential Criteria**

- Relevant tertiary qualification or equivalent experience in (disability / ageing / mental health / youth or relevant discipline)
- Experience in delivering continuous quality improvement activities, the provision of effective feedback, and the development of compliance resources
- High level verbal and written communication skills, with the ability to confidently deliver effective and engaging group and 1:1 training, and develop high quality written training materials
- Proficient computer skills, with experience using Microsoft Office and other systems and databases and ability to quickly learn new systems
- Current Ochre Card, Criminal History Check, NDIS Worker Screening Clearance, NDIS Worker Orientation, First Aid & CPR Certificate and NT Driver Licence.

**Preferred Criteria**

- Certificate IV project management or quality auditing
- Knowledge and understanding of the National Disability Insurance Scheme (NDIS), the NDIS Quality and Safeguards Commission and NDIS Practice Standards
- Demonstrated cross-cultural experience and experience working with individuals from culturally and linguistically diverse backgrounds

**Values and Behaviours Required**

- Embody Carpentaria's Values and Principles of Good Practice through a human rights-based approach
- Demonstrated commitment to work respectfully and inclusively with Aboriginal and Torres Strait Islander and culturally and linguistically diverse people
- Demonstrated adherence to legislation, policies and procedures and a commitment to Equal Employment Opportunity, WHS, Risk Management and Quality Improvement practices.

Authorised by the CEO:



Date:

29/01/2026