

Position Description

Position Identification			
Position Title:	Quality Officer – Continuous Improvement and Governance		
HRIS Position Number:	Not applicable	Effective Date:	July 2026
Location:	All Holstep Health sites as required		
Scope of Practice:	Not applicable		
Delegation of Authority:	Refer to Delegation of Authority Policy		
Agreement/Classification *For HR use only	Holstep Health EBA 2024 -2027 Management and Administration Group 4		
Organisational Context			
Divisional:	Corporate Services		
Reports to:	Quality & Risk Lead		
Program:	Business Improvement	Unit: Quality & Risk	
Position Summary			
The Quality Officer Continuous Improvement and Governance is responsible for supporting the Quality Lead in the effective implementation of the organisation's clinical governance framework by coordinating systems that promote safe, high-quality, person-centred care. The role provides advice and operational support across clinical governance, incident management, risk management, and consumer feedback, ensuring these processes are managed consistently and contribute to a culture of safety, accountability, and continuous learning. Working collaboratively with leaders and multidisciplinary teams, the Quality Officer Continuous Improvement and Governance lead quality improvement initiatives, policy development, and governance reporting to strengthen organisational performance and service delivery.			
Position Accountabilities			
Responsibilities	Quality & Continuous Improvement - Promote and uphold a culture of continuous improvement by providing education, guidance, and practical support to managers and staff, embedding quality improvement principles into everyday practice and service delivery. - Monitor quality improvement registers, action plans, and reporting systems to ensure improvement activities are implemented, tracked, and completed within agreed timeframes. - Support organisation-wide quality improvement initiatives, ensuring activities align with strategic priorities, accreditation requirements, and best practice standards. - Provide advice, and support to management and teams in the design, implementation, evaluation, and sustainability of quality improvement projects and service enhancements. - Analyse quality, risk, consumer feedback, and performance data to identify trends, opportunities for improvement, and areas requiring targeted intervention. - Prepare reports, dashboards, and presentations that communicate quality performance, improvement outcomes, and organisational trends to leadership and governance committees. - Work collaboratively within the Quality & Risk Team and more broadly at Holstep Health to ensure continuous service		



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	improvement and innovation. • Support the maintenance of accreditation against the range of standards required at Holstep Health. Clinical Governance • Monitor clinical quality and safety indicators, analysing trends in incidents, complaints, audits, and consumer feedback to identify opportunities for improvement and reduce clinical risk. • Provide advice and guidance to clinical leaders and staff on clinical governance processes, risk management, incident management, and quality improvement methodologies. • Develop and maintain clinical governance documentation, including policies, procedures, registers, reports, and performance dashboards, ensuring information is accurate, current, and supports organisational decision-making. Risk, Incident & Feedback Management • Analyse clinical incidents, near misses, complaints, audit findings, and other quality data to identify trends, recommend improvements, and monitor the effectiveness of corrective actions. • Compile reports on incidents, hazards, near misses, and consumer experience and feedback, and alert the Quality & Risk Lead of any emerging trends or risks. • Assist with the administration of consumer feedback across the organisation. • Support the Quality & Risk Lead with root cause analysis, in-depth case reviews, critical incident reviews, or complex incident reviews. Other Duties • Management of the Quality page on the Holstep Hub. • Attendance, convening and collation with Quality related Committees and Working Groups as appropriate. • Support the organisation to meet its privacy obligations. • Administer regular Legal & Regulatory Compliance checks. • Undertake other duties as reasonably directed by the Quality & Risk Lead in line with the incumbent's skills and experience. • Oversee Diversity and Inclusion across service delivery improvements and practice.
Safety and Risk	Occupational Health & Safety (OHS) • All employees have a duty to take reasonable care for the health and safety of themselves, and others affected by their actions at work, and to comply with OHS Frameworks. • The incumbent must champion continuous improvement of OHS practices. Physical Inherent Requirements (PIR) • Involves sedentary tasks requiring a low level of physical activity and alternation between seated and standing positions

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	• Incorporates computer-based activities, where employees are required to maintain a slight to moderate degree of cervical flexion for periods of several minutes at a time, occasionally sitting for periods more than 20 minutes • Sound upper limb joints, with the ability to withstand repetitive upper limb activity • May be required to occasionally lift and carry items weighing up to 10kgs Quality & Risk • Assessing, monitoring and reviewing emerging risks • Identify and analyse risk against the corporate risk appetite – understand where major areas of risk exist and ensure level of acceptable risk exposure according to corporate risk appetite • Supporting risk management framework across Holstep Health • Understand and implement accreditation standards that apply to team and organisation • Participate in quality and accreditation self-assessment(s) and support implementation of agreed improvements • Assist with the development, review and implementation of policies and procedures and support staff to understand and apply them. <i>Holstep Health is an equal opportunity employer and committed to ensuring a safe environment for children and young people. We encourage individuals of diverse backgrounds including but not limited to those from the Aboriginal and Torres Strait Islander, Culturally and Linguistically Diverse, the LGBTIQA+ community and those living with a disability to join our workforce.</i>
Capabilities	All employees are expected to align their behaviours and utilise capabilities (or 'soft skills') in line with our organisational values and the level of responsibility of the position. The capabilities for this position can be found within Holstep Health's Capability Matrix.
Key selection criteria	
Essential	• Tertiary qualifications or experience working with a relevant discipline, e.g. Quality Management, Public Health, Allied Health, or Project Management. • Sound knowledge of contemporary Quality & Risk principles, best practice, and the statutory and regulatory framework in which they operate. • Advanced communication skills with experience in report writing and presentations. • Excellent interpersonal and relationship building capacity with the ability to sustain relationships and build cooperation. • Demonstrated ability to support and navigate change. • A core commitment to a no-blame culture, acting respectfully with fairness, integrity, and transparency in serving the best interests of all stakeholders. • Ability to work collaboratively through open communication and shared decision making and accountability.
Desirable	• Demonstrated experience with accreditation, risk, compliance, and incident management systems • Experience in a public health environment
Checks, Licences and Registration	• National Police check • Evidence of rights to work within Australia • Current full or probationary drivers licence • Immunisation Category C

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	• Statutory Declaration
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