

Position Description

Position Identification			
Position Title:	Quality Officer – Feedback and Incidents		
HRIS Position Number:	Not applicable	Effective Date:	September 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 Enterprise Agreement 2024-27 Management and Admin Officer Grade 3		
Organisational Context			
Divisional:	Corporate Services		
Reports to:	Quality & Risk Manager		
Program:	Quality & Assurance	Unit:	n/a
Position Summary			
The Quality Officer – Feedback and Incidents role supports Holstep Health’s feedback and incident systems, ensuring incidents are effectively investigated, organisational risks are proactively identified and managed, and opportunities for learning and improvement are embedded across services. The role provides expert guidance to leaders and staff in the application of incident investigation methodologies, risk assessment, and risk mitigation strategies to support safe, high-quality, and person-centred care. Working collaboratively with operational leaders, the role drives a culture of accountability, continuous improvement, and organisational learning by analysing incident and risk data, identifying emerging trends, monitoring the effectiveness of corrective actions, and ensuring compliance with legislative, regulatory, and accreditation requirements. The position plays a key role in supporting clinical governance by providing timely reporting, facilitating risk review processes, and promoting best practice approaches to risk management across the organisation.			
Position Accountabilities			
Responsibilities	Quality & Continuous Improvement - Promote 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. - Work collaboratively within the Quality & Risk Team and more broadly at Holstep Health to ensure continuous service 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. - Promote a culture of clinical excellence, continuous improvement, and consumer-centred care by supporting		



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	evidence-based practice, multidisciplinary collaboration, and organisational learning. Risk, Incident & Feedback Management • Provide advice and guidance to staff regarding incident reporting and feedback management requirements. • Review incidents and feedback to ensure accurate description, classification, risk rating, and reporting in accordance with organisational policies and legislative requirements. • Analyse clinical incidents, near misses, complaints, audit findings, and other quality data to identify trends, recommend improvements, and monitor the effectiveness of corrective actions. • Support risk management processes including risk identification, assessment, treatment, monitoring, and review processes across clinical, operational, strategic, and corporate areas. • Provide advice and support to leaders in the management of organisational risks, including facilitating risk reviews, monitoring the effectiveness of controls and mitigation strategies. • Compile reports on incidents, hazards, near misses, and consumer experience and feedback, and alert the Quality & Risk Manager of any emerging trends or risks. • Lead incident investigation and review processes in conjunction with other members of the business as appropriate to drive improvement to business operations and clinical practices, including root cause analysis, in-depth case reviews, critical incident reviews, or complex incident reviews. • Ensure corrective actions are identified, implemented, monitored, and closed within required timeframes. • Ensure timely communication with incident and feedback submitters, key stakeholders (such as leadership), and other impacted parties throughout the process. • Acts as key administrator for the risk, incident, and feedback platform including onboarding, offboarding, and enhancements to the platform Other Duties • Management of the Quality page on the Holstep Hub. • Contribute to policy, procedure, and framework development and review. • 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 Manager in line with the incumbent's skills and experience.
	• n/a

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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 • 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 in excess of 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 LGBTIQ+ 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. • Demonstrated experience in incident investigation and analysis with sound knowledge and application of recognised investigation methodologies including Root Cause Analysis, Ishikawa diagram, ICAM, and others as appropriate. • Sound knowledge of contemporary Quality & Risk principles, best practice, and the statutory and regulatory framework in which they operate. • Highly developed communication skills with experience in report writing and presentations. • Excellent interpersonal and relationship building capacity with the ability

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	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 • Working with Children check • Current full or probationary drivers licence • Immunisation Category C • Statutory Declaration