**POSITION DESCRIPTION**

Position: **Quality Manager**

Accountable To: Director of Care

# Terms and conditions: As per employment agreement

# POSITION OVERVIEW

Building a culture that promotes safety, quality and innovation and fosters a commitment to continuous review and improvement across Lyrebird Village. The role contributes to education and supports the development of local department specific quality improvement plans and activities in alignment with Lyrebird Village’s strategic plan.

The Quality Manager is responsible for oversight of quality improvement programs and quality standards across the organisation ensuring effective management and implementation of continuous improvement plans.

The position works closely with the executive team to ensure delivery and achievement of key strategies in accordance with clinical governance and other relevant standards. The position will implement and maintain a strategic and comprehensive quality system.

It is expected the following functions will be undertaken:

* Maintain Quality and Risk systems including documentation of continuous improvement projects that align with models of care
* analysis of audit tools both internally and externally and development of audit process organisation wide
* assist with maintaining policy/ procedure reviews
* assist with maintaining risk management system
* maintain incident management system
* maintain internal audit system
* participate in the organisation’s feedback system
* preparing reports and supporting the clinical governance committee
* promote the development of strategies to involve consumers and the community in the organization with a particular focus on achieving the standards
* working with Managers to coordinate consumer, staff and other focus surveys
* coordinate consumer focus groups
* participate in clinical reviews and root cause analysis where required
* maintain up to date industry knowledge of legislation, standards and systems.
* Prepare annual Quality and Safety report for the Board

# ADDITIONAL INFORMATION

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* A police check/criminal record check is required prior to employment
* The probationary period for this position is 6 months
* Lyrebird Village is an equal opportunity employer

# WORKING RELATIONSHIP

This position reports directly to the Director of Care and works collaboratively with all staff within the organisation.

This position has responsibilities for reporting to the Clinical Governance Committee of the Board of Lyrebird Village.

# KEY SELECTION CRITERIA

**Qualifications/Skills**

**Essential:**

* An understanding of quality processes including auditing and continuous improvement plans
* Experience with Accreditation processes
* A strong understanding of the needs of elderly persons and good clinical practice within aged care
* Self-motivated with high level of communication, organisational and time management skills.
* A working knowledge of the needs of elderly persons residing with a residential care facility
* Strong written and verbal communication skills.
* Good problem-solving skills
* Advanced computer software skills and experience including word, excel and resident care systems
* Satisfactory National Criminal History Record Check prior to commencement of employment

**Desirable:**

* Demonstrated commitment to ongoing learning.
* Current registration with AHPRA as a health professional

| **Key Result Areas** | **Key Activities** | **Standard Measures** |
| --- | --- | --- |
| **Demonstrates and upholds the mission and values of Lyrebird Village** | * Ensure that the values of Lyrebird Village are incorporated into your daily practices in relation to all your activities. | * That you enrich the lives of the people in your care * That you treat all with respect, dignity and understanding and that every consumer is offered choice and is encouraged to exercise their independence. * That you treat all (including staff) with integrity and openness and are responsive to the needs of all who use, visit or work in our programs * That you value the environment in which you work and use resources effectively and efficiently. * Delivery of best practice quality care * Resources are utilised effectively and efficiently |
| **Actively work with staff in the development, delivery and evaluations of CQI plans and audits** | * Assist Care Managers in the development and monitoring of their CQI plan; * Conduct quality audits and prepare outcome reports * Analyse audit results and provide recommendations to senior management * Enter quality data * Analyse records to identify issues and risks * Provide a lead role during all accreditation visits | * All services have current CQI plans * All audits are completed as per audit schedule * All audits have a completed briefing paper which identifies issues and risks * All issues identified within audits are included in CQI plans |
| **Promotes and implements individualised, resident focused care that reflects the persons values and beliefs** | * Promotes a resident focused approach in all activities and behaviours. * Involves the resident in their care. * See the resident as a person. * Treat the resident as an individual. * Includes resident’s beliefs and values in care plan. * Activities are resident focused based on input from residents. * Structures in place to ensure resident confidentiality are maintained at all times. | * All documents utilise a language that adheres to the values of Lyrebird Village * Communication reflects respect and a non-paternalistic manner. |
| **Be an effective team member** | * Assists and supports staff in a manner that is empowering. * Develops and maintains relationships with key stakeholders * Promotes positive culture through active engagement in the workplace through concepts of * Choose your attitude * Be there for all * Make their day * Have fun | * Demonstrates a collaborative management style * All change CQI plans are completed in consultation with Care Managers |
| **Resources are used effectively and efficiently** | * Assist Care Managers in developing and implementing Continuous Quality Improvement Plans | * Implemented improvement plans assist in realising productivity increases and reducing resource wastage |
| **Communication is effective** | * Promotes and actively demonstrates open honest communication with excellent listening and verbal and nonverbal skills. * Written communication is at a level relevant for the role. * Maintains resident’s confidentiality at all times. * Promotes Lyrebird Village in a positive manner at all times. | * CQI plans and audits are effective and outcome focused * Reports are effective, timely, comprehensive and assist the organisation in identifying issues and risks * Confidentiality is maintained and adhered to. |
| **Ensure care is of best practice** | * Leads and maintains professional knowledge of contemporary aged care trends and clinical practice. * Participate in relevant committees and attend relevant conferences * Maintain own professional development | * Demonstrates contemporary clinical nursing and aged care competencies * Where relevant and appropriate knowledge gained from seminars and professional development opportunities is implemented into the workforce |
| **Takes reasonable care to protect the health and safety of themselves, fellow staff and others in the workplace.** | * Timely and appropriate identification and escalation of clinical, OH&S and business risks. * Ensure that risks are identified and reported to management within a timely manner * Monitor and evaluation incident reports | * Monitor and evaluate incident reports hazards, near misses and provide recommendations to the Care Managers Quality Committee and Board Quality Committee * Uses personal protective equipment * Comply with risk management policies and procedures and instruction * Attend all safety meetings and training sessions as required * Risk assessments are completed and escalated in a timely manner * Regulatory compliance |
| **Meet the needs of residents, consumers and staff** | * Undertake any other tasks commensurate with the classification of this position | * Meet the needs of residents, consumers, staff and organisation |

# PERSONAL COMPETENCIES REQUIRED

* Consultative management style that promotes team participation and involvement.
* Ability to work as a team member.
* Strong interpersonal and communication skills.
* Ability to build rapport, negotiate and maintain effective relations with key stakeholders and balance multiple demands.
* Ability to positively promote and implement change.
* Demonstrated understanding of the links between the values, vision and mission of the organisation and aged care.
* Understanding of, and commitment to, customer focused service.
* Good analytical and report writing skills.
* Capacity and flexibility to cope effectively with a diverse and demanding work agenda.
* Capacity to reflect on personal practice and understand organisational dynamics.

# JOB COMPETENCIES REQURIED

* Ability to work collaboratively with staff.
* Demonstrated knowledge of the aged care sector and what is best practice in aged care.
* An understanding of the quality cycle and risk management models
* An ability to translate audit results into best practice recommendations
* Ability to participate in the development, implementation and evaluation of a quality system that monitors practice, identifies issues and manages risks.
* An ability to develop, implement and evaluate an audit system.
* An ability to redesign services to meet consumer expectations that are safe and of best practice.
* Write comprehensive reports to management outlining the results of audits
* Understanding of, and commitment to, customer focused service.
* Ability to ensure accurate and timely reporting.
* Computer literacy (Microsoft Office, Microsoft Works, Microsoft Excel and Microsoft PowerPoint).

# OH&S RESPONSIBILITIES

1. Reports hazards, near misses and injuries immediately
2. Uses personal protective equipment as required
3. Complete incident reports as required
4. Support health and safety representatives
5. Comply with risk and safety policies and procedures and instructions
6. Contribute to risk assessments
7. Participate in training and meetings regarding safety
8. Active support and demonstration of manual handling skills
9. Works within policy, procedures and accreditation standards

# PERFORMANCE REVIEW

The Quality Officer will participate in a performance review six months after appointment and thereafter every two years with the Director of Care.

# TERMS & CONDITIONS

Terms and conditions are provided by Lyrebird Village’s Enterprise Agreement and our policies and procedures (as varied from time to time).

# INHERENT POSITION REQUIREMENTS

Lyrebird Villages has a duty of care to all employees. The purpose of this section is to ensure that you fully understand and are able to perform the inherent requirements of the role (with reasonable adjustments if required) and that you are not placed in an environment or given tasks that would result in risks to your safety or the safety of others. This role may require the following tasks among other things:

|  |  |  |  |
| --- | --- | --- | --- |
| **Tasks** | **Occasional 1 - 33% of day** | **Frequent 34 - 66% of day** | **Constant 67 - 100% of day** |
| Computer work |  |  | ✓ |
| Sitting for extended periods |  | ✓ |  |
| Neck flexion/extension and rotation |  | ✓ |  |
| Standing/ Walking |  | ✓ |  |
| Bench height lift | ✓ |  |  |
| Requirement to meet urgent timelines |  |  | ✓ |
| Dealing with distressed staff, residents or visitors | ✓ |  |  |

**I acknowledge:**

* That I have read and fully understand the Position Description
* I agree that I have the ability to fulfil the inherent requirements of the position, and accept my role in fulfilling the responsibilities, activities, duties and generic position requirements
* I understand that the information provided is a general outline and may not encompass every aspect of the position.
* I agree that I will participate in a performance review six months after appointment and thereafter every two years with my Manager
* I will be required to work in accordance with Lyrebird Villages Values and Behaviours, Code of Conduct and policies and procedures
* Lyrebird Villages may alter the duties of this position description if and when the need arises. Any such changes will be made in consultation with the affected employee(s).
* I understand that this is separate to the Employment Agreement that I will sign, outlining the terms and conditions of my employment.

Accepted by: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date \_\_\_\_\_/\_\_\_\_\_/\_\_\_\_\_

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*(Print Name)*

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| Approved by: |  |
| Issued: |  |
| Reviewed: |  |