
Position Description

Quality & Compliance Officer Aged Care

Context

THE AGENCY

ADEC

ADEC is a state-wide Victorian organisation assisting people with disability, their families and carers from diverse cultural backgrounds. ADEC's philosophy is empowerment of people with disability and their full inclusion in the broader society. Equality is the over-riding principle, bridging is the method and advocacy is the tool to achieve a common goal.

Vision

Our Vision is for ADEC to be recognised as a leading provider of disability and aged care services in Victoria.

Mission

The Mission of ADEC is to provide equal access to high quality disability and aged care services for all members of the Victorian Community.

ADMINISTRATION DEPARTMENT

The Administration Department is responsible for coordinating all internal staff administration and support, infrastructure and organisational development, Marketing; and Quality & Compliance; Work Health & Safety; and Communications and IT support functions within ADEC.

Quality & Compliance Section

The Quality & Compliance (Q&C) Section supports ADEC programs to meet all accreditation, certification and legislative requirements for service delivery through a program of Quality Improvement and a schedule of internal audits.

The Q&C Section coordinates Health & Safety compliance across ADEC.

Position

ROLE

The role of the Quality & Compliance (Q&C) Officer Aged Care is to support the development and delivery of ADEC's QI program, with primary responsibility for internal auditing procedures of the ADEC Aged Care and CHSP programs.

DUTIES

Under the direction of the Q&C Supervisor:

- Coordinate an internal audit schedule of the ADEC Aged Care and CHSP programs and maintain audit records for scrutiny by IRBs.
- Conduct internal audits in accordance with the audit schedule, of ADEC governance, service management and service delivery arrangements.
- Conduct internal audits against the relevant standards for the ADEC Aged Care and CHSP programs and write audit reports to:
 - Identify potential or actual non-compliances.
 - Identify opportunities for improvement.
 - Recognize areas of excellence in service delivery.
- Implement remedies and improvements identified in internal audit reports.

Assist in the preparation and conduct of external (third-party) audits of the ADEC Aged Care and CHSP programs.

Assist the Q&C Supervisor to review ADEC policies, procedures and systems.

RESPONSIBILITIES

Coordinate an internal audit schedule and maintain audit records for scrutiny by IRBs.

Complete all required administrative tasks.

Participate in QI and staff planning meetings.

Undertake specific tasks and projects as directed by the Q&C Supervisor or the Administration Manager.

KEY PERFORMANCE INDICATORS

The Q&C Officer Aged Care's performance will be measured against:

- The quality of internal audit processes and audit reports.
- The level of compliance demonstrated by the ADEC Aged Care and CHSP program staff with Quality standards, policies, and practices.

KEY SELECTION CRITERIA

Essential

Attendance at Quality Audit training course – BSBAUD504 Report on a Quality Audit.

Knowledge of the Aged Care and CHSP programs.

Ability to interact productively with staff of ADEC programs.

High level of oral, written, and negotiation skills.

Ability to assist with the implementation of a consistent QI system across all ADEC programs and activities, including regular evaluations and feedback.

Ability to use electronic data collection and reporting systems.

Proficiency in Microsoft Office suite.

Desirable

Diploma in Quality Auditing or equivalent qualification and two years' experience in a comparable position.

Attendance at Quality Audit training course – BSBAUD503 Lead a Quality Audit.

At least two years' experience in a role with responsibility for management systems auditing.

Knowledge of Aged Care Quality and Safety Commission, and CHSP compliance requirements.

The ability to work in a multidisciplinary team and to coordinate program activity with others.

The capacity to work with a diverse range of people, including people with disability, ethnic communities, service providers and funding bodies.

Hold a valid and current licence to drive a motor vehicle, issued by the appropriate authority in the jurisdiction in which the holder will drive, and appropriate to the type of vehicle to be driven.

Employment Terms and Conditions

AWARD AND CLASSIFICATION

All ADEC employees are employed under the terms, conditions and entitlements of the Modern Award – Social, Community, Home Care and Disability Services Industry Award 2010 (the Award); and the National Employment Standards (NES).

The classification for this position is Level 3. The terms of employment for any new employee appointed to this position will be stated in a formal Employment Contract.

ADEC EMPLOYMENT REQUIREMENTS

All ADEC employees:

- Are required to sign an Employment Contract.
- Are required to sign a Code of Conduct and a Statutory Declaration.
- Are required to declare any pre-existing medical conditions or injuries that might bear on their ability to perform their role.

ACTION on DISABILITY within ETHNIC COMMUNITIES INC.
PD – Quality & Compliance Officer Aged Care

- May be required to undergo a pre-employment medical check.
- Must be prepared to work in outlying ADEC sites as required by their program manager or Supervisor.
- Must undertake a satisfactory NDIS Worker Screening Check, and have (or be able to obtain) a Working with Children Card.
- Are subject to a dress code, which is smart casual or to the appropriate professional standard.
- Will be expected to display official ADEC photo identification while working or on ADEC business.