



## Position Description

<b>Position</b>	QUALITY COORDINATOR
<b>Department</b>	Princes Court Homes
<b>Reports to</b>	Director Care Services
<b>Direct reports</b>	There are no direct reports to this position
<b>Hours</b>	Full Time
<b>Remuneration</b>	Princes Court Ltd (Trading as Princes Court Homes Hostel), ANMF and HSU Enterprise Agreement 2022

### POSITION PURPOSE

This position is responsible for overseeing all aspects of quality management including the continuous improvement plan throughout Princes Court.

In this role you will be responsible for conducting evidence-based auditing and compliance reviews across a broad range of areas, to maintain optimal levels of health, wellbeing, and lifestyle for each resident, using the Commonwealth Aged Care Quality Standards as a benchmark.

### KEY DUTIES AND RESPONSIBILITIES

- Mitigate risk to the organisation where possible.
- Conduct evidence-based auditing and compliance reviews.
- Champion electronic documentation (MANAD) system for the organisation.
- Develop, monitor and maintain organisational systems.
- Assist staff with system and work practice processes, including training and mentoring.
- Coordinated policy and procedure development and review in line with best practice guidelines.
- Ensure all policies, procedures and Safe Operating Procedures (SOP's) meet regulatory and quality standards, and promptly resolve any issues or discrepancies that may arise.
- Monitor and report on all activities, processes and procedures.
- Develop internal audit tools and conducting internal audits and reports
- Determine data driven solutions and implement quality improvement plans.
- Perform regular inspections and reviews to ensure staff adhere to quality and safety policies.
- Prepare and maintain quality management documentation.
- Maintain compliments and complaints register.

## KEY SELECTION CRITERIA

- A relevant qualification in Quality Management or at least 2years + of experience working with quality systems.
- Registered Nurse Aged Care (desirable).
- Current National Police Check or willingness to obtain one.
- Strong understanding of the Commonwealth's Aged Care Quality and Safety Standards and required documentation.
- Knowledge of the Serious Incident Response Scheme and its requirements.
- Experience in quality management, including the accreditation process.
- Knowledge of the National Quality Indicators program.
- Experience with the self-assessment submission requirements for accreditation processes.
- Demonstrated high level communication and interpersonal skills, both verbal and written.
- Demonstrated time management and problem-solving skills and the ability to prioritise workload.
- Experience with Microsoft Office Suite is essential.
- Strong organisational skills
- Excellent decision making and problem-solving skills

This position description serves to illustrate the scope and responsibilities of the role and is not intended to be an exhaustive list of duties. You will be expected to perform other job-related tasks requested by management and as necessitated by the development of this role and the organisation.

