

Able Australia is a leading provider of disability services for adults and community supports for seniors. We are a diverse not-for-profit organisation offering a broad range of high quality services to enable those we support live the life they choose.

Established 50 years ago we have grown from providing help to the deafblind community, into an innovative and diverse organisation with varied service offerings. Our mission is to build on our heritage and empower the individuals we support to reach their potential by living our values of trust, kindness, respect and excellence every day. We strive to provide the best quality care in a long term partnership with our clients and their loved ones.

Our passionate staff and volunteers proudly assist those we support to reach their full potential. We currently provide services in Melbourne, Tasmania, ACT and SE Queensland.

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<b>Position Title:</b>	National Quality & Safeguarding Advisor
<b>Contract Status:</b>	Fulltime
<b>Location:</b>	National Office, 413 Canterbury Road, Surrey Hills, Vic OR State Office, 137 Main St, Moonah, Tasmania
<b>Award / EBA:</b>	Health Professions Award - based on experience
<b>Reporting to:</b>	National Director Quality, Innovation / Senior Practitioner
<b>Date Approved:</b>	April 2019

## 1. Position Summary

### 1.1 Job Purpose

The Quality and Safeguarding Advisor will be a clinician, able to support the delivery of Able Australia's Quality Governance Framework.

This position will ensure best practice service delivery to meet standards and drive continuous improvement projects to achieve optimal outcomes.

Key focus areas for this role will include:

- Management of incident and internal/external feedback, including conducting investigations. Clinical and care experience will be key to strengthening this function at Able Australia;
- Contributing to client and carer engagement and experience activities;
- Supporting the development and implementation of the Quality and Safeguarding agenda;
- As a clinician, drive clinical related improvements and outcomes.

Critical to the success of this role is building professional relationships with internal and external stakeholders and building the capability of Able Australia's staff.

### 1.2 Key Result Areas

Support developing, embedding and managing the quality governance framework and supporting structures across the organisation.

Contribute to the successful delivery of the Quality and Innovation Business Plan.

**1. Incident and complaints management, including investigations**

- Manage the incident/feedback management system and processes;
- Responsible for the coordination of responses and resolution of complaints;
- Using clinical skills and investigation techniques, conduct investigations into incidents and complaints;
- Promote a consumer focused approach to incident/complaint investigation;
- Build organisational capacity through developing a structured learning and development program;
- Promote a culture of reporting through demonstrating strong leadership; positively influencing teams and individuals; and clearly communicating with staff;
- Establish, monitor, analyse and report against KPIs for incidents and feedback. Identify patterns and trends and take appropriate action to manage risk; and
- Lead continuous improvement initiatives to ensure adherence to relevant legislative and regulatory requirements and optimisation of outcomes.

**2. Contribute to client/carer engagement and experience (CX) activities**

- Promote stakeholder engagement including: clients, families, carers and staff in quality and improvement activities;
- Understand international and domestic customer trends;
- Work with the wider quality/Able team to define customer journeys and touch-points;
- Identify and quantify opportunities and develop activities based on CX metric data to improve customer experience across all touch-points;
- Act as the voice of the customer, manage CX activities and ensure achievement of outcomes; and
- Contribute to the development & management of CX reporting dashboards & metrics in a meaningful way.

**3. Support the successful delivery of the Quality and Safeguarding (Q&SG) agenda**

- Measure current practice against the Q&SG and NDIS requirements and identify gaps;
- Lead continuous improvement activities to deliver quality care against the Q&SG rules and regulations;
- Contribute to the development and management of reporting dashboards & metrics for Q&SG;
- Build capability of the organisation to meet new Q&SG requirements;
- Contribute to the delivery of an effective Q&SG communication strategy for the organisation; and
- Develop and maintain organisational systems, policy and procedures to ensure compliance.

**4. Lead clinical related improvements and outcomes**

- Utilise clinical knowledge, skills and experience to adopt best practice approaches to service delivery;
- Facilitate the building of organisational capacity and capability;
- Promotes a culture of continuous improvement as an integral part of core practice;
- Develop and implement quality improvement aligned with internal and external policy and legislative direction;
- Act as an advisor / navigator on clinical related matters;
- Lead clinical related continuous improvement projects through the use of co-design & change management strategies to deliver sustainable outcomes; and
- Evaluate outcomes for sustainability.

**Direct Reports**

- No direct reports. The ability to work with and influence others will be critical to the success of this role.

## 2. Selection Criteria:

### 2.1 Knowledge, Skills and Experience

- Evidence of clinical knowledge, skills and experience in disability, mental health or other related field is essential;
- Experience in customer experience &/or quality management;
- Experience in driving best practice solutions to achieve optimal outcomes;
- A customer centric focus and outstanding relationship management skills;
- Highly collaborative approach, partnering skills and the ability to influence to gain support and cooperation from others;
- Excellent analytical skills and the ability to present information and processes in a systematic and user friendly manner;
- Skilled in project and change management to deliver sustainable change;
- Experience in conducting investigations into complaints and incidents;
- Ability to critically evaluate and analyse issues and execute targeted solutions;
- Ability to work independently and as part of a team to achieve objectives; and
- Competent in the use of Microsoft Office Software.

### 2.2 Key Personal Attributes

- Highly resilient and can lead and deliver in an ambiguous and changing environment;
- Strong interpersonal skills and experience in partnering;
- Collaborative decision maker with strong customer focus;
- Effective communicator across all levels of the organisation;
- Well-developed presentation, written and verbal communication skills; and
- Ability to navigate and deal effectively with various internal and external stakeholders to enable achievement of outcomes.

### 2.3 Qualifications:

- Tertiary qualifications in Nursing or Allied Health;
- Complimentary Post Graduate qualifications in management / policy / project management / education or other relevant field is desirable;
- Working knowledge of the disability or mental health sector or related field.

## 3 Performance Review:

This position description broadly outlines the requirements of the role. All Able Australia positions must also demonstrate an understanding and adherence to all relevant Able Australia policies and procedures and must successfully complete Able Australia's pre-employment online training program. All Able Australia staff also require a specific performance agreement – a set of key result area (KRA) related performance goals, but grounded on site specific/local needs, with measures for a specific period (typically 12 months). Progress of that agreement is reviewed regularly with the employee's manager.

I, \_\_\_\_\_ have read, understood and agree to comply with this position description.

Signature: \_\_\_\_\_

Date: \_\_\_\_\_