

POSITION DESCRIPTION

Position Title:	Quality, Safety and Risk Officer, Royal Rehab Lifeworks Community and Sargood
Department:	Shared Services – Quality and Risk
Location:	Milson Point (with occasional travel interstate)

Employment Screening Check:	
National Criminal Record Check required:	Yes
Working with Children Check required:	Yes
Vaccination Category required:	Category B
Online Driving Record Check required:	No
NDIS Worker Screening Check required:	Yes

Position Purpose:
<p>The Quality, Safety and Risk Officer will provide advanced strategic and operational support, to the Executive Manager, Quality, Safety and Risk and management team on clinical governance key priorities across Lifeworks Community, Sargood on Collaroy and other community based Allied Health Business Units.</p> <p>Working with Business Unit staff, the role will provide support in undertaking, monitoring and achieving key Clinical Governance tasks aimed at improving the operational efficiency, performance effectiveness, patient safety, quality and experience across Lifeworks Community, Sargood on Collaroy and other community based Allied Health Business Units.</p> <p>The role requires a can-do attitude, strong customer service orientation, stakeholder rapport building exposure, experience with quality and safety systems and the ability to coordinate a diverse, high-volume workload with attention to detail.</p>

Organisation Context:
The successful incumbent will closely work with the management to ensure a collaborative approach in the development, implementation, and achievement of key deliverables.

Organisational Relationships:	
Reports to:	Executive Manager, Quality, Safety and Risk
Responsible for:	N/A

Performance Review & Development Planning:
Assessment against service, professional and organisation performance indicators, and development of professional development plan will occur 3 months after commencement, and annually thereafter

Qualifications, Skills & Experience:

Essential

1. Recognised qualification in a health-related field, or equivalent recent, relevant work experience in a health care setting, or a combination of study and work experience.
2. Excellent organisational skills and demonstrated ability to effectively manage time in order to prioritise competing demands.
3. Demonstrated advanced knowledge and practical skills with Microsoft Office software and records management software and aptitude for learning other information management systems.
4. Demonstrate high level oral and written communication, interpersonal and consultation skills with the ability to build strong working relationships with internal and external stakeholders.
5. Demonstrated ability to work under broad supervision and to effectively self-manage the day-to-day workflow of the position.
6. Demonstrated ability to provide strategic and issue specific advice at all service levels in relation to clinical governance systems, processes and issues.

Key Internal & External Relationships:

Internal	Employees, Manager, Quality Leads and Executive.
External	<ul style="list-style-type: none"> • Regulatory agencies • Accrediting bodies • Other organisations including but not limited to NDIS Quality and Safeguards Commission and Australian Community Industry Alliance (ACIS)

Delegations/Authority:

Budget	N/A
Financial Delegations	As defined by the Delegations Authority policy.

Key Responsibility Areas:

Key Area of Accountability	Specific Tasks and Responsibilities
	<ul style="list-style-type: none"> • Support the Business Units to ensure key Clinical Governance priorities and all reporting requirements are managed, with minimal supervision, in a timely and efficient manner. • Support the Executive Director in the organisation of training and education sessions run by Quality, Safety and Risk Team. • Support the Business Units in the preparation for audit and accreditation requirements including but not limited to: National Disability Insurance Scheme (NDIS) Practice Standards and Australian Community Industry Standard (ACIS), in conjunction with the Quality, Safety and Risk Team. • Provide support in the development and implementation of strategies and policies to address quality and risk issues with a focus on performance improvement and integrated clinical and corporate risk management. • Actively contribute as part of a cohesive, engaged and high performing team that collaborates with and shares resources.

	<ul style="list-style-type: none"> • Assist in the effective implementation of clinical governance systems and processes to collect, analyse, monitor and report on incident data to identify and proactively manage areas of risk and improvement opportunities. • Provide support in the implementation of the Quality, Safeguards and Clinical Governance framework including; incident management system, client experience and feedback system, auditing and monitoring system, accreditation and quality improvement system and related client safety activities and risk management system. • Support Work Health and Safety Better Practice by identifying, assessing, and monitoring hazards and risks within the workplace.
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GENERAL RESPONSIBILITIES	
Work Health and Safety	
<p>Royal Rehab is committed to providing a healthy and safe workplace for all employees, clients and visitors. To facilitate this safe and healthy workplace it is your responsibility to:</p> <ul style="list-style-type: none"> • Ensure that all potential hazards, accidents and incidents are identified and notified • Ensure your own safety and that of others 	
Equity and Zero Tolerance to Bullying, Harassment and Discrimination	
<p>Royal Rehab upholds the Federal and State government's policies to bring equality in employment for all employees to assist them to achieve their full potential. Royal Rehab will ensure merit based selection and that all facets of employment are fair, by making unlawful discrimination of persons based on gender, pregnancy, race, religion, marital status, age, sexual preferences, disability or carer responsibilities.</p> <p>As an employee of Royal Rehab it is your responsibility to:</p> <ul style="list-style-type: none"> • Deal with others in a fair and equitable manner free from harassment and discrimination • Ensure that a working environment free from sexual or any other harassment is recognised as a basic right 	
Principles of Multiculturalism	
<p>Employees are expected to:</p> <ul style="list-style-type: none"> • Respect and make provision for culture, language and religion of others within an Australian legal and institutional framework where English is the common language • Organise access to health care interpreting services to facilitate communication with clients who are from non-English speaking backgrounds as required • Abide by the principles of the Multiculturalism Act 2000 • Implement the Multicultural Policies and Services Program (MPSP) within their area of responsibility 	
Code of Conduct	
<p>Royal Rehab requires a professional standard of behaviour from staff which:</p> <ul style="list-style-type: none"> • Demonstrates respect for the right of the individual and the community • Promotes and maintains public confidence and trust in the work of the Centre <p>The purpose of the Code of Conduct is to provide a framework for decisions and actions in relation to conduct in employment. The code provides assistance to both employers and employees when they are required to decide what the acceptable standards of behaviour are. It underpins commitment to a duty of care to all staff and clients receiving our services. Employees should refer to the Code of Conduct for further information</p>	
Safety & Continuous Quality Improvement	
<p>All employees of Royal Rehab are expected to be actively involved in the review, evaluation and continuous improvement of processes and services within the employee's area of responsibility and/or interest. Royal Rehab participates in a number of relevant external accreditation and certification programs which include a continuous</p>	

quality improvement approach. These programs support and facilitate the effective and efficient provision of quality care and the safety of clients of Royal Rehab.

Organisational Values

Employees are expected to demonstrate a high standard of personal and professional behaviour and uphold Royal Rehab's values being:

Honesty: We conduct ourselves with truth, openness and integrity.

I will:

- Be sincere and genuine with all interactions.
- Communicate openly and encourage others to do the same.
- Be trustworthy in all that I do.

Respect: We acknowledge and appreciate people's rights, roles, views, and feelings.

I will:

- Treat people with dignity.
- Acknowledge and value a person's perspectives, connections and diversity.
- Be thoughtful and considerate.

Working Together: We work as a team to achieve shared goals.

I will:

- Share my knowledge, skills, experience and resources.
- Foster a culture of learning.
- Build positive relationships.

Innovative Thinking: We embrace a culture of creativity to find the best solutions.

I will:

- Explore better ways to continuously improve.
- Welcome and encourage new ideas.
- Actively participate in change.

Environmental Policy and Waste Minimisation

Being a good corporate citizen Royal Rehab will seek to implement changes that will ensure that its activities are undertaken in a manner consistent with best environmental health and safety practice. Employees are expected to be accountable for efficient resource utilisation, the reduction of waste, and commitment to recycling

Smoke Free Policy

Royal Rehab is committed to adopting a smoke free workplace that will preclude all staff and visitors from smoking within the Centre

Royal Rehab Policies and Procedures

It is a requirement that all Royal Rehab employees read, understand and adhere to Royal Rehab policies and procedures, paying particular attention to the following:

- Manual Handling
- Confidentiality of Patient Information
- Infection Control
- Security
- Fire Safety
- Emergency Procedures
- IT and Internet Utilisation

Job Demands Checklist

Frequency Definitions

O = Occasional Activity exists up to 1/3 of the time when performing the task

F = Frequent	Activity exists between 1/3 and 2/3 of the time when performing the task
C = Constant	Activity exists more then 2/3 of the time when performing the task
R = Repetitive	Activity involves repetitive movement
NA	Not applicable to this role

Job Demands		Frequency				
		O	F	C	R	NA
Physical Demands	Description					
Kneeling/squatting	Tasks involve flexion/bending at the knees and ankle possible at the waist, in order to work at low levels	✓				
Leg/foot movement	Tasks involve use of leg and or foot to operate machinery					✓
Hand/arm movement	Tasks involve use of hands/arms i.e. stacking, reaching, typing, mopping, sweeping, sorting, inspecting		✓			
Bending/twisting	Tasks involve forward or backward bending/twisting at the waist	✓				
Standing	Tasks involve standing in an upright position without moving about					✓
Driving	Tasks involve operating any motor powered vehicle			✓		
Sitting	Tasks involve remaining in a seated position during task performance			✓		
Reaching	Tasks involve reaching overhead with arms raised above shoulder height or forward reaching with arms extended					✓
Walking/running	Tasks involve walking or running on even surfaces					✓
	Tasks involve walking on uneven surfaces					✓
	Tasks involve walking up steep slopes					✓
	Tasks involve walking down steep slopes					✓
	Tasks involve walking whilst pushing/pulling objects					✓
Climbing	Tasks involve climbing up or down stairs, ladders, scaffolding, platforms, trees					✓
Working at heights	Tasks involve making use of ladders, footstools, scaffolding etc. Anything where the person stands on an object rather than the ground					✓
Lifting/carrying	Tasks involve raising/lowering or moving objects from one level/position to another, usually holding an object within the hands					✓
	1) Light lifting/carrying 0-9kg	✓				
	2) Moderate lifting/carrying 10-15kg					✓
	3) Heavy lifting/carrying 16+kg					✓
Restraining	Tasks involve restraining clients/clients, others					✓
Pushing/pulling	Tasks involve pushing/pulling objects away from or towards the body. Also includes striking or jerking					✓
Grasping	Tasks involve gripping, holding, clasping with fingers or hands	✓				
Manual dexterity	Tasks involve fine finger movements i.e. keyboard operation, writing				✓	
Sensory Demands	Description					
Sight	Tasks involve use of eyes as an integral part of task performance i.e. looking at screen/keyboard in computer operations				✓	
Hearing	Tasks involve working in a noisy area i.e. boiler room, workshop					✓
Smell	Tasks involve the use of the smell senses as an integral part of the task performance i.e. working with chemicals					✓
Taste	Tasks involve the use of taste as an integral part of task performance					✓
Touch	Tasks involve the use of touch as an integral part of task performance					✓
Psychological Demands	Description					
	Tasks involve interacting with distressed people		✓			
	Tasks involve interacting with people who as part of their lives may be aggressive, verbally or sexually uninhibited					✓
	Tasks involve viewing/handling deceased and/or mutilated bodies					✓

Exposure to Chemicals	Description					
Dust	Tasks involve working with dust i.e. sawdust					✓
Gases	Tasks involve working in areas affected by gas, or working directly with gases					✓
Fumes	Tasks involve working with fumes i.e. which may cause problems to health if inhaled					✓
Liquids	Tasks involve working with liquids which may cause skin irritations if contact is made e.g. dermatitis					✓
Hazardous substances	Tasks involve handling of hazardous substances including storage or transportation	✓				
Biological matter	Tasks involve work with human biological matter through examination, storage, transport or disposal					✓
Allergenic substances	Tasks involve exposure to allergenic substances					✓
Anti-biotics	Tasks involve handling, transport, administration or disposal of anti-biotics					✓
Working Environment	Description					
Lighting	Tasks involve working in lighting that is considered inadequate in relation to task performance e.g. glare, not enough natural light					✓
Colour	Tasks involve differentiation of colour					✓
Sunlight	Exposure to sunlight			✓		
Temperature	Tasks involve working in temperature extremes e.g. working in a cool room, working outdoors, boiler room	✓				
Confined spaces	Tasks involve working in confined spaces	✓				
Accident Risk	Description					
Surfaces	Tasks involve working on slippery or uneven surfaces					✓
Housekeeping	Tasks involve working with obstacles within the area, bad housekeeping					✓
Heights	Tasks involve working at heights					✓
Manual handling	Tasks involve manual handling					✓
Noise	Tasks involve working in a noisy environment					✓
Radiation	Tasks involve exposure to x-rays					✓
Electricity	Tasks involve working with electrical apparatus and currents					✓
Machinery	Tasks involve use of machinery and equipment:					✓
	1) Light	✓				
	2) Heavy					✓
	3) Portable					✓
Biological hazards	Tasks involve working with blood, blood products/body fluids					✓
Other Issues	Description					
Workplace access	Tasks involve difficult access or movement from site to site					✓
Personal protective equipment	Tasks involve use of Personal Protective Equipment					✓
Safety critical issues	Tasks involve responsibility for safety of others					✓

Document Control (Hiring Manager use only)	
Effective Date: July 2023	Authorised By: Executive Manager, Quality Safety and Risk

Acknowledgement:

I accept the position description as documented above and understand that the position description will be reviewed during the performance review time. I understand that the position description may need to be amended periodically due to changes in responsibilities and organisational requirements.

Name

Signature

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Date