



Role	Quality Coordinator
Award/Enterprise Agreement:	Health and Allied Services, Managers and Administrative Workers (Victorian Stand-Alone Community Health Services (Multi Employer) Enterprise Agreement 2022 – 2026
Classification/Grade:	HS3
Reports to:	General Manager Community Health
Supervises:	Nil
Internal Liaison:	Executive team Manager / Team Leaders Quality Mentors
External Liaison	Peer positions across community health and health organisations Standards and Audit organisations e.g. SCV, NDIS, QIP
Job Status:	Permanent Part Time 0.6 – 0.8 FTE negotiable Flexible arrangements are negotiable

About us

For more than 30 years, Northern District Community Health (NDCH) has worked to build healthy, inclusive, and connected rural communities. Our priority is ensuring our clients have the support they need to stay in their homes so they can continue to engage with, and participate in, their local community.

NDCH provides medical care, mental health support, chronic disease management, community-based programs and in home-based services to foster vibrant, healthy communities while providing rewarding career opportunities for passionate professionals.

Our service has grown to span the Gannawarra, Buloke and Loddon Shires and more recently extended into the Rural City of Swan Hill. With more than 140 employees and 170 volunteers, our service encompasses picturesque towns like Cohuna, Kerang, Boort and more.

Together, our team works to provide critical community health and preventative care services and support for rural communities. NDCH’s connection to local communities, coupled with our partnerships with regional health and community services, is what allows us to improve the health and wellbeing of people in the Loddon Mallee region.

Job Summary

The primary purpose of this role is to support the organisation-wide accreditation attainment and evidence of quality care and continuous improvement across all services and business functions. The role will work across teams to identify, embed and evidence improvements, in line with standards of practice and accreditation obligations and schedules.

This is an opportunity to join a team where your skills and commitment to quality directly impacts the wellbeing and quality of life of our rural community. Every day, you'll empower people to stay at home where they can contribute to, and engage with, their local community.

Responsibilities

The following is meant to describe the general nature and level of work being performed, it is not intended to be construed as an exhaustive list of all responsibilities, duties and skills required for the position.

Facilitate NDCH Continuous Improvement

- To coordinate the development and ongoing review of the suite of NDCH policies, procedures and work practices and engaging staff in the process and ensure that policies contemporary and meet approved delegations and standards.
- Provide high level coordination of the quality program including processing information, project support, accreditation and the promotion of quality improvement and safety activities across NDCH.
- Routinely collect, collate and coordinate evidence of continuous quality improvement and service systems against accreditation and regulatory standards; supporting an organisational-wide culture and engagement in continuous improvement.
- To maintain currency of developments in the continuous quality improvement/quality governance field, including undergoing training required to perform this role adequately.
- Coordinate the NDCH continuous improvement plan, audit program and other Continuous Improvement activities in conjunction with the Management Team.
- To support effective coordination, follow-up and monitoring of VHIMS (incidents and feedback) and Prompt.
- Develop and review relevant documents in the suite of NDCH policies, procedures and work practices. Provide support to managers and team members when required and ensure staff are engaged in the process and can embed policy, process and practice improvements following adoption.
- Develop routine reporting for Management and Executive of status, progress, priorities and forward milestones of the NDCH Continuous Improvement Plan and accreditation milestones.
- Provide quality education as required.
- To coordinate the Quality Mentor Program and provide support and assistance to the Quality Mentors as may be required from time to time.

Accreditation Readiness and Coordination

- Liaise as required with relevant external bodies for benchmarking and networking.
- Working as part of a coordinated Management team response, co-ordinate and support the NDCH to achieve relevant Accreditation requirements, providing regular reporting of progress, milestones and priorities as directed.
- To complete quality improvement standards self-assessment journals as part of the accreditation process.

Contribute to Organisational Wide Priorities

- To coordinate, lead and undertake specific projects as directed by the GM Community Health and/or executive team as is reasonably required from time to time.
- To collect data and analyse data and provide reports as required.

Role Accountabilities

This role is accountable for:

- day to day coordination and update of the NDCH Continuous Quality Improvement Plan
- supporting an organisational culture of quality, collaboration and one-team mindset.

Important skills and experience for this role include:

- Exceptional time management and organisational skill with an ability to prioritise workload to efficiently manage multiple demands and tasks simultaneously.
- High level proficiency with word, excel, share point and other Microsoft applications.
- Highly self-motivated with an ability to work individually with minimal supervision, provide leadership and work across teams displaying professionalism at all times when dealing with internal and external stakeholders.
- Ability and willingness to learn quickly and adapt to new processes and systems.
- Excellent communication, interpersonal and organisational skills including the demonstrated ability to liaise with people from diverse backgrounds.
- Provide high-quality, efficient, and timely information to staff when required.
- Statistical data and performance reporting information is compiled and completed:
 - With accurate information and attention to detail
 - Within required timeframes
- Experience and skill in policy/document review and development.
- Work as an engaged and approachable member of the NDCH team.

Selection Criteria

- Knowledge and understanding of the Aged Care, National, NDIS, Social Services and / or RACGP standards and relevant legislation.
- Effective leadership and excellent communication and interpersonal skills.
- Demonstrated ability to work under pressure and meet timelines.
- Strong attention to detail with project management and organisational skills.
- Knowledge of quality systems or the proven ability to learn systems/programs easily.
- Proven ability to plan implement and evaluate specific projects.
- Ability to develop and deliver training on quality systems and processes.
- Demonstrated proficiency with the development and review of policies/procedures.

Why chose NDCH.

At NDCH, we are driven by core values that shape our every action. We strive to cultivate a workplace where courage, inclusivity, and unwavering commitment are not just ideals, but integral to our daily operations. Here, diversity isn't just embraced - it's celebrated as a cornerstone of our success.

If you're seeking a new challenge, NDCH also offers professional development opportunities, including personalised mentoring and leadership programs.

Benefits

- **Remuneration:** staff are paid in line with Award agreements.
- **Employee wellness package:** access to our health and wellbeing program including EAP support for personal and professional assistance for you and your family.
- **Supercharged benefits:** unlock salary packaging and free parking.
- **Personal growth opportunities:** access an annual professional development budget, a staff mentoring program, in-house coaching, training and upskilling opportunities and leadership pathways through the Alliance of Rural and Regional Community Health.
- **Culturally inclusive workplace:** work in for an organisation where cultural awareness and recognition are fostered and celebrated.

Employee Signature

Manager Signature

Employee Name
(please PRINT IN CAPITALS)

Manager Name
(please PRINT IN CAPITALS)

Date

Date