

# Position Description

## Quality Assurance (QA) Manager



### Position summary

Reporting to the Corporate Services Manager, the Quality Assurance Manager will support the organisation to gain and maintain accreditation in the National Safety and Quality Health Standards (NSQHS) and support continuous quality improvement systems and documentation across all sites and services. The quality assurance responsibilities require accurate and clear direction, information and training regarding quality codes of practice and processes.

### Organisational relationships

**Direct reports:** Nil

#### Internal and external relationships

Internal relationships involves team and staff engagement and collaboration

External relationships may include accrediting agencies, software developers, agents for housing, Community Mental Health Service Providers and the broader community.

Responsibilities	Outcomes
<b>Quality Assurance</b>	
Implement and maintain quality business processes and systems to gain National Safety and Quality Health Standards accreditation.	Consistent quality improvement frameworks in accordance with the National Safety and Quality Health Standards are developed, implemented and monitored across all services and sites.
Ensure documentation on intranet is current by undertaking audits of documents and ensuring they are all up to date and relevant.	Documentation on the intranet is version controlled, current and accessible.
Oversee and manage the review and updating of policy and procedures.	A complete review of all policies and procedures is conducted every three years.
	Managers and relevant staff are contacted to update documentation as required.
Lead the Quality Assurance (QA) committee.	QA Meetings are organised at regular intervals.
	Agendas and invitations are issued in a timely manner.
	Action items are followed up.
Governance registers are maintained.	The organisation's governance registers are up to date including not limited to the Risk Register, Incident Register, Hazard Register, Improvement Register, Asset Register, Maintenance Register, Supplier and Contractor Register.

Responsibilities	Outcomes
Ensure quality practices are continually reviewed and implemented.	There is evidence of ongoing reviews and changes made to improve efficiency.
Maintain and improve surveys for monitoring and reporting on participant and staff feedback.	Surveys are conducted as required.
	Survey feedback is collated and distributed.
	Service improvement issues documented and followed through.
<b>Accreditation and audits</b>	
Prepare the organisation for periodic accreditation reviews with various bodies, e.g., NDIA, Community Housing, NSQHS.	Managers are informed of the frequency of audits and evidence required by the accrediting agency. Audits are conducted in accordance with the Audit Plan.
Where required, be a point of contact for queries from accreditation agencies.	Feedback indicates that information required is provided courteously and as promptly as possible.
Facilitate the achievement of accreditation, licensing and other regulatory requirements.	The auditing processes, participant feedback, improvement and incident systems and processes are managed across all sites.
Ensure staff are aware of their role and responsibility in meeting accreditation outcomes.	Communicate improvement changes or recommendations are communicated to staff.
Follow up requirements with managers.	There is email evidence that issues have been followed up.
Evaluate existing systems and procedures through quality audits.	Recommendations are made to streamline services provided to participants
Maintain knowledge of contemporary legislation, issues and trends in AOD and mental health.	The leadership team are advised of upcoming or potential changes related to accreditation.
<b>Reporting</b>	
Provide timely reports as required.	Accurate records are maintained in the database.
	Statistical and qualitative reports of a high and professional standard are produced as required.
	Quality improvement initiatives, their implementation and outcomes are accurately reported to the Corporate Services Manager.
In consultation with relevant managers, maintain risk registers and ensure risk management is integrated into decision making.	Recommendations for mitigating actions to control and manage risk are made.
	Critical incident reporting is supported and processes are reviewed to ensure best practice.
Prepare and assist in the preparation of funding applications as required.	Information and support is given to the CEO to prepare funding applications in a timely manner.
<b>General</b>	
Be compliant with WHS requirements and take reasonable care to ensure your own safety and health and that of others. Abide by their duty of care provided for in the	There is demonstrated compliance with WHS requirements to ensure a safe and healthy workplace. This includes abiding by the non-smoking directive at the work sites and compliance with any pandemic directives and protocols.

legislation. Ensure you do not place others at risk by any act or omission. Ensure you do not interfere with safety equipment.	Any injury, hazard or illness are reported immediately, where practical, to your manager/coordinator.
Take an active role in building your resilience and preventing psychological injury. Take reasonable care for your health and safety and that of others who may be affected by your conduct.	The importance of wellbeing and self-care as a part of resilience is acknowledged. Strategies are implemented to maintain personal wellness and resilience. Clinical supervision or other supports are utilised, when needed.
Be compliant with codes, guidelines, policies, procedures, legislation and Standards and proactively engage with Buttery continuous quality improvement.	Codes, guidelines, policies, procedures, legislation, Standards and quality improvement processes are adhered to at all times. Changes and improvements are supported.
	All mandatory training programs and team meetings are attended.
	There is mandatory reporting of any suspected incidents of child abuse.
Support an environment free from discrimination, harassment, bullying and model appropriate standards of professional behaviour in the workplace.	Interactions with colleagues, participants and stakeholders are undertaken in a courteous manner.
	Cultural and linguistic diversity is taken into consideration.
	There is positive feedback from others regarding your interactions.
Other duties relevant to the role as requested by the Corporate Services Manager.	

## Selection criteria

### Qualifications and checks

- Tertiary qualifications or equivalent experience in Quality Assurance.
- Current and valid Driver's Licence with an ability to travel around the Northern Rivers region.
- A satisfactory Criminal Record Check and Working with Children Check.
- Current COVID vaccination and current first aid certificate.

### Professional skills and experience

- Experience in implementing a Quality Management System (QMS) to meet all corporate and regulatory requirements and standards required by government instrumentalities and accreditation.
- Experience in a number of accreditation system and more specifically those which involve clinical governance and consumer participation
- Experience in gaining and maintaining accreditation with ISO 9001 Quality Management System and ISO 45001 Occupational Health and Safety.
- Sound project management skills with knowledge of compliance processes, risk management and continuous quality improvement principles and writing policy with strong attention to detail.
- Demonstrated experience in training groups and individuals.
- Computer literate with strong database and spread sheet skills with knowledge of document management and storage systems such as SharePoint.
- Demonstrated commitment to cultural diversity, equal employment opportunity, legislative compliance and workplace health and safety

### Interpersonal skills

- Strong communication skills and the ability to collaborate as part of team
- Ability to work autonomously and use time effectively
- A reasonable level of resilience to fulfil the demands of the role

## Agreement

These conditions of employment, your duties and location may be varied by The Buttery during the term of your employment. The position description duties are to read in conjunction with the terms and conditions that form your contract of employment.

I accept and agree to the duties in this position description. I understand and agree to abide by the terms and conditions stipulated.

Signature \_\_\_\_\_

Name \_\_\_\_\_ Date \_\_\_\_\_