

POSITION DESCRIPTION



POSITION TITLE	Quality and Clinical Practice Lead
LOCATION	Wollongong, with occasional travel to the Nowra and Kempsey Hubs
REPORTS TO	Chief Operations Officer
OTHER PROFESSIONAL RELATIONSHIPS	<ul style="list-style-type: none">• All business units within Community Gateway• External Aged Care and NDIS providers• Local Hospitals, Health, and Medical Services• Allied Health and Nursing Service providers
CLASSIFICATION	Negotiated Salary Package
STATUS	Permanent Full time

THE ORGANISATION

Community Gateway (CG) has over 170 staff committed to achieving great outcomes for our clients.

Our diverse team come from a range of backgrounds, and we look for people who have the energy and life experience to help us become a valued health and care organisation. We aim to improve ease of access to services, maximise client satisfaction whilst empowering our staff.

OUR WHY

Everything we are is relevant to YOU

The Quality and Clinical Practice Lead plays a pivotal role in delivering CG's 'Why' Everything We Are Is Relevant To You, in all interactions with clients and staff members, reinforcing the values and behaviours of CG and building a positive organisational culture.

OUR VALUES

We will be flexible and creative in our approach and have a 'can do attitude'

We will speak and act with honesty and transparency

We will actively work together to create a collaborative environment

We actively listen with empathy and an open mind

In all our communication we will be timely, open and respectful
We will take ownership of what we do to deliver quality service outcomes

PURPOSE OF THE POSITION

The Quality and Clinical Practice Lead will provide leadership and clinical supervision to CG's Clinical Care Team, supporting our nurses to deliver high-quality, person-centred clinical care services.

The Quality and Clinical Practice Lead is responsible for compliance with relevant regulations and legislation, in addition to ensuring that CG employs a robust approach to Continuous Quality Improvement, Incident Management, and Clinical Governance.

Success in the role will be represented by standout commitment to the leadership of a high performing Clinical Care Team and achievement of all quality and compliance related objectives.

KEY ACCOUNTABILITIES

This position is directly responsible to the Chief Operations Officer (COO) for the following key accountabilities and the achievement of Key Performance Indicators listed at the end of this document.

- Quality and risk management, by ensuring that CG employs a robust approach to Continuous Quality Improvement and Incident Management.
- Ensure compliance with national and local business regulations, relevant legislation, sector standards and reforms.
- With support from the COO, coordinate quality audits for NDIS and Aged Care.
- Management of CG's Clinical Policies and Procedures, ensuring they are updated in line with regulatory changes, practice standards and review schedules.
- Management of CG's Clinical Governance Framework.
- Leadership and clinical supervision of CG's Clinical Care Team, supporting our nurses to deliver high-quality, person-centred clinical care services.
- Develop relationships with local hospitals, medical, allied health, aged care and NDIS providers.
- Ensure CG is easy to do business with.

The key accountabilities and associated KPI's cannot be delegated without the authority of the COO or CEO.

KNOWLEDGE, SKILLS, AND EXPERIENCE

SELECTION CRITERIA

Essential:

- Tertiary qualification in nursing
- Current registration with the Australian Health Practitioner Regulation Agency (AHPRA).

- Previous experience of achieving KPI's
- A sound working knowledge of clinical governance frameworks
- Previous experience in compliance management
- Proven track record of redesigning services to improve quality, ensure relevancy for clients and maximise efficiencies
- Demonstrated examples of improving the client experience through innovative practices
- Ability to develop high performing and engaged staff/teams
- Ability to develop and implement policies and procedures and quality processes.
- Demonstrated understanding of and commitment to work, health and safety requirements.
- A current Working with Children Check
- A current NDIS worker screening check

Desirable:

- Awareness and understanding of the NDIS Practice Standards and Aged Care Quality Standards and related legislation.
- Experience in working with a wide range of service providers
- Awareness and understanding of the CHSP Guidelines.

Cultural Fit:

In addition to the selection criteria outlined above, the organisation will consider the cultural fit of all potential recruits to this position. The successful applicant must be able to demonstrate they are committed to the CG WHY and will bring a connected approach to the CG workforce.

CG values diversity and encourages applications from Aboriginal and Torres Strait Islanders, people with disabilities and from culturally and linguistically diverse backgrounds. CG is committed to making reasonable adjustments where operationally viable.

SUMMARY OF RESPONSIBILITIES

Service Delivery:

- Quality and risk management, by ensuring that CG employs a robust approach to Continuous Quality Improvement and Incident Management.
- Ensure compliance with national and local business regulations, relevant legislation, sector standards and reforms.
- With support from the COO, coordinate quality audits for NDIS and Aged Care.
- Management of CG's Clinical Governance Framework.
- Leadership and clinical supervision of CG's Clinical Care Team, supporting our nurses to deliver high-quality, person-centred clinical care services.
- Conduct service satisfaction audits in a non-intrusive manner, whilst maintaining the employee confidence.

- Establish strong working relationships with colleagues, clients, carers, industry professionals, relevant Government Departments and agencies, and members of the community.
- Complete timely and thorough investigation of clinical care related incidents, complaints/concerns of the clients, their families, staff, and external stakeholders,
- Manage clinical care referrals and action accordingly.
- Ensure CG is easy to do business with.
- Lead and participate in continuous professional development and incorporate new skills into client care within your scope of practice.
- Other duties as requested by the COO or CEO.

Organisational Responsibility:

- Prepare Annual Business Plan.
- Prepare monthly management reports.
- As a member of the CG Management Team, participate in the overall development and implementation of CG’s strategic plan.
- Communicate and act in ways that demonstrate the WHY of CG.
- Contribute positively to the operations of CG and the realisation of its Strategic Plan, policies, and procedures.
- Display a commitment to applying work procedures and practices in line with the Code of Conduct.
- Actively contribute to the management of CG through team meetings, supervision, continuous quality improvement activities and other tasks as required.
- Adhere to safe work practices and ensure a safe working environment for colleagues and clients, responding to and reporting any hazards or incidents in line with organisational policy.
- Lead and participate in all training required for the role and CG employees.

KEY PERFORMANCE INDICATORS (KPI'S)

Individual KPI	Required Level	Evidence	Review Period
The delivery of quality nursing services and client satisfaction	<ul style="list-style-type: none"> • Evidence of client satisfaction 	<ul style="list-style-type: none"> • Client retention/numbers/service hours • Client survey results • Outcomes of service satisfaction audits 	Monthly
Compliance with relevant Aged Care and NDIS Quality Standards, legislative	<ul style="list-style-type: none"> • Compliance with legislation and standards 	<ul style="list-style-type: none"> • Professional accreditations are maintained. • Processes align with industry standards. 	Monthly

requirements and reforms.			
Management of Policies and Procedures	<ul style="list-style-type: none"> • 100% of review dates met. • Content meets current legislation and standards 	<ul style="list-style-type: none"> • All policies and procedures are reviewed in a timely manner. • Policies and procedures are reflective of current legislation and standards 	Monthly
Continuous Quality Improvement	<ul style="list-style-type: none"> • 4 x initiatives each month 	<ul style="list-style-type: none"> • Activities recorded in register and link to mitigation actions and improvements noted incident reports and complaints 	Monthly
Effective management of incidents and complaints	<ul style="list-style-type: none"> • Response times met and mitigation actions/ quality improvements implemented. 	<ul style="list-style-type: none"> • Timely and effective management of incidents and complaints reflected in registers. 	Monthly
Clinical supervision of nursing staff	<ul style="list-style-type: none"> • Monthly supervisions completed for all nursing staff. 	<ul style="list-style-type: none"> • Monthly supervisions documentation. • Nursing registration documents. • Evidence of relevant training. 	Monthly

Authorised By:

Name	Tegan Bezzina
Position	Chief Operations Officer
Signature	
Date	

I acknowledge that I have read and understand the requirements of this job description and KPI's.

Name	
Signature	
Date	

