

## BENDIGO COMMUNITY HEALTH SERVICES

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### POSITION TITLE: POLICY, PROCEDURE AND QUALITY COORDINATOR

<b>Name:</b>	
<b>Position number:</b>	
<b>Award/Agreement:</b>	Victorian Stand-Alone Community Health Services (Health and Allied Services, Managers and Administrative Officers) Multiple Enterprise Agreement
<b>Classification:</b>	Administrative Officer Grade 4 - HS4
<b>Site:</b>	Eaglehawk and Central however the position may work from any Bendigo based BCHS site as negotiated
<b>Hours per fortnight:</b>	60.8 hours per fortnight
<b>Tenure:</b>	Six months fixed term
<b>Position description developed:</b>	April 2019
<b>Responsible to:</b>	Quality Lead (currently Director - Children's Health Services and Allied Health)

PO Box 1121  
Bendigo Central  
Victoria 3552

**Central Site:**  
Ph: (03) 5448 1600  
Fax: (03) 5441 4200

**Eaglehawk Site:**  
Ph: (03) 5434 4300  
Fax: (03) 5441 4200

**Kangaroo Flat:**  
Ph: (03) 5430 0500  
Fax: (03) 5441 4200

**Elmore Primary Health:**  
Ph: (03) 5432 6001  
Fax: (03) 5432 6101

### Vision

Better Health and wellbeing across generations.

### Mission

Working hand in hand with our community to achieve healthier lives.

### Values

- **Respect**  
We build respectful relationships through trust, empathy and collaboration.
- **Inclusive**  
We recognise and promote accessible, safe and holistic health care as a basic human right.
- **Integrity**  
We are authentic, accountable and we honour our obligations.
- **Innovation**  
Through continuous learning, we ensure an agile, responsive and sustainable service.

### Strategic Directions

1. **Programs for Equity**  
Commitment to achieving equitable health and wellbeing.
2. **Consumer and Community Centred Organisation**  
Understand and respond to community needs and consumer's lived experience.

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### **3. Quality, Safety and Consumer Experience**

Deliver the best consumer experience that is of consistent quality, safe and evidence-based.

### **4. Sustainability**

Sustainable for purpose organisation.

### **Position Role**

This role will coordinate the review of Bendigo Community Health Services' (BCHS) Policy and Procedure Framework and assist with relevant quality-related activities that will support best practice and ensure BCHS meets quality accreditation standard requirements.

This role reports to BCHS' Quality Lead (currently Director - Children's Health Services and Allied Health).

### **Position Responsibilities**

The responsibilities of the position are:

- Lead and coordinate a comprehensive review of BCHS' Policy and Procedure Framework against relevant contemporary industry standards which includes the recommendation of an appropriate Framework for implementation across BCHS. The Framework will be reflective of and consistent with BCHS systems, processes and practices.
- Assist BCHS' Quality Lead in preparing for upcoming QIC Health and Community Service Standards (HCSS) and Royal Australian College of General Practitioners (RACGP) Standard accreditations including:
  - Assist BCHS' Quality Lead to manage relevant accreditation action plans.
  - Coordinate and liaise with Executive and Management regarding relevant accreditation action plans and standards.
  - Oversee, collate and review feedback/input from Executive and Management relating to relevant accreditation action plans and standards.
  - Assist BCHS' Quality Lead with collation and population of documentation and evidence into relevant accreditation portals.
  - Assist BCHS' Quality Lead with briefing of BCHS stakeholders (including Board Directors, Executive and Management and other relevant staff) for upcoming accreditations.
  - Liaise with external subject matter experts and accreditation agencies as appropriate and as required.
- Ensure that all policies, procedures and quality accreditation related systems, processes and documentation comply with relevant legislation, regulations and standards.
- Escalate any barriers or issues relating to policy, procedure, quality and/or accreditation through to Executive Management for resolution.
- Other related duties as directed.

### **The Role of the Team**

This position will have a direct report to Bendigo Community Health Services Quality Lead which is currently Director - Children Health Services and Allied Health and will coordinate the review of BCHS' Policy and Procedure Framework and will assist with quality accreditation standard requirements.

### **Key Selection Criteria**

#### **Essential**

1. Demonstrated experience relating to policy and procedure review and/or development.
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2. Demonstrated interest in policy and procedure review and development, quality improvement and quality accreditation processes.
3. Demonstrated understanding of legislation, regulations and standards relating to a health and/or community service environment.
4. Excellent interpersonal and communication skills, demonstrating a capacity to engage and build relationships with a diverse range of stakeholders.
5. Excellent organisational and time management skills.
6. High level skills in the use of Microsoft Office.
7. A current Working with Children Check.
8. A current Driver's Licence.

### **Desirable**

1. Tertiary or other relevant qualification relating to business management, quality management, risk, compliance or other related discipline.
2. The ability to confidentially maintain accurate records in accordance with BCHS procedures.

### **Probationary Period**

Employment with BCHS is conditional on satisfactorily completing a probationary period of six (6) months from date of commencement. During this period your performance will be reviewed with your Manager and, assuming this is mutually satisfactory, your employment will be confirmed at the end of this period.

### **Staff Review and Development (SRD)**

*Each BCHS staff member is required to participate in the annual SRD process. The SRD will be based on the Position Role and Responsibilities and Key Selection Criteria in addition to the relevant Branch and Team Plans and the following Performance Indicators.*

#### **Self-Management:**

*Demonstrated experience and understanding of the need for ongoing personal and professional development that contribute to self-satisfaction and professional growth*

- Continually develop personally and professionally to meet the changing needs of your position, career and industry.
- Demonstrate behaviours that lead you to achieving your goals.

#### **Communication and Team Work:**

*High level communication and interpersonal engagement that contributes to productive and collegial relationships between staff and with consumers*

- Display your capacity for self-awareness through reflection, planning and communication.
- Show evidence of your ability to work co-operatively within a team to achieve team goals.
- Establish and develop as key functions of relationship management, regular and professional communication with all your relevant colleagues.
- Demonstrate alignment and integration of practice according to BCHS' Vision, Values, and Strategic Directions.

#### **Administration and Documentation:**

*Through the use of BCHS processes ensure that all administration and documentation requirements are initiated and completed in a professional and timely manner.*

- Show evidence that the administrative tasks of your position are completed in an orderly, timely and accessible manner.

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- Demonstrate that your documentation is completed in an accurate, legally and ethically compliant standard, and is produced to an appropriate professional standard.

### **Learning:**

*Demonstrated knowledge and application of the capabilities required for this position including knowledge and understanding of appropriate equipment, legislation, policies and procedures.*

- Show evidence of knowledge and understanding of BCHS Strategic Directions and the ability to link key strategic directions to individual and team work plans and individual self-development.
- Demonstrate initiative and enterprise skills that contribute to innovative outcomes.
- Display an appropriate level of awareness of the implications for BCHS of decisions and situations that involve you and others.

### **Position Performance:**

*Demonstrate achievement of negotiated performance indicators specific to your position.*

- Coordinate review of BCHS' Policy and Procedure Framework to support best practice and quality accreditation standard requirements across the organisation.
- Assist in preparation for upcoming QIC HCSS and RACGP Standard accreditations and in ensuring that BCHS meets or exceeds its accreditation requirements.
- Ensure a high level of engagement, collaboration and communication with BCHS Executive, Management and other relevant staff across BCHS.
- Provide monthly (and other as required) progress updates to BCHS' Quality Lead against relevant review, implementation and action plans.

### **Diversity and Culture:**

BCHS treats all people with respect; values diverse perspectives; participates in diversity training opportunities and provides a supportive work environment.

### **Child Safety:**

BCHS values children from all backgrounds and is committed to making our community a safe, nurturing and welcoming place for children to grow and develop. We are committed to making sure **ALL** children reach their individual potential.

## **Other Essential Requirements**

### **Staff will:**

- Complete a satisfactory Police Check before employment is confirmed, the Police Check will be initiated by BCHS at the expense of the staff member.
- Sign the pre-existing Injury/Disease Declaration.
- Present a copy of your original professional qualifications document or registration (if required).
- Receive and comply with the BCHS Code of Conduct.
- Comply with BCHS Privacy Policy and Procedures.

### **BCHS believes that "Quality is everyone's business, safety is my responsibility"**

Co-operate with and contribute to BCHS Health and Safety procedures and participate in appropriate safety information and education activities as required.

## **Other Information**

- BCHS is an Equal Opportunity Employer.
- All BCHS sites are smoke free workplaces.

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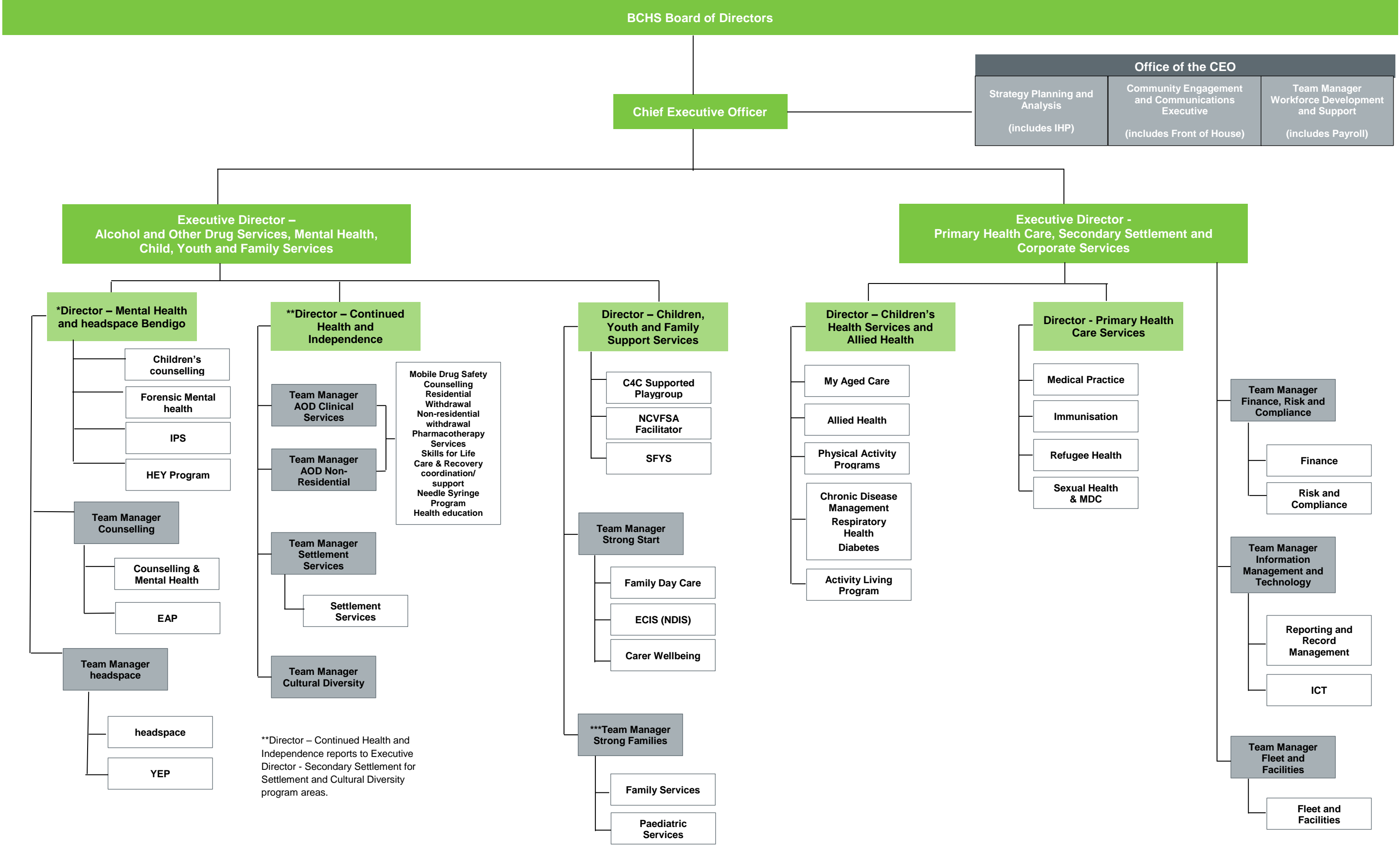
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- BCHS is committed to employing people from diverse backgrounds and providing a workplace free from discrimination and harassment.
- BCHS has a commitment to environmental sustainability.

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Approved: Gerard José  
Chief Executive Officer

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Agreed: Policy, Procedure and Quality Coordinator

APPROVED



\* We are lead agency for headspace Bendigo

\*\*\*Team Manager Strong Families reports to Director – Children's Health Services and Allied Health for Paediatric Services.