

## BENDIGO COMMUNITY HEALTH SERVICES

### POSITION TITLE: RISK AND QUALITY OFFICER

<b>Award:</b>	Victorian Stand-Alone Community Health Services (Health and Allied Services, Managers and Administrative Officers) Multiple Enterprise Agreement 2018 - 2022
<b>Classification:</b>	Administrative Officer Grade to be determined on skills and experience
<b>Site:</b>	This position may be required to work from any BCHS site, as negotiated.
<b>Hours per fortnight:</b>	60.8 hours per fortnight (0.8 EFT)
<b>Tenure:</b>	Ongoing
<b>Position description developed:</b>	March 2021
<b>Responsible to:</b>	Team Manager Risk and Quality

#### We want (Vision)

Better health and wellbeing across generations.

#### We exist (Mission)

To work hand in hand with our community to achieve healthier lives.

#### We strive for (Values)

- **Integrity**  
We are authentic and accountable, and we honour our obligations.
- **Respect**  
We build respectful relationships through trust, empathy and collaboration.
- **Inclusive**  
We recognise and promote accessible, safe and holistic supports and services as a basic human right.
- **Innovation**  
Through continuous learning, we ensure an agile, responsive and sustainable service.
- **Togetherness**  
We create a sense of connectedness, pride and support through enjoying our work and being passionate about making a difference.

Our pillars	Consumer and Community	Influence	Visible	Sustainable
The change we want to see	People in our community, especially those most in need, have improved health and wellbeing	We use evidence, data and the voice of our community to shape our supports and services	Our service is identified as a quality provider and our people are recognised as leaders	Our sustainability is based on a healthy culture, improved systems, outcomes and growth

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### **Position Role**

The position requires a capable and experienced person to support BCHS' Risk, Quality and Compliance, and People and Culture portfolios.

The Risk and Quality Officer will support BCHS' Team Manager Risk and Quality, and Risk, Quality and Compliance Executive Lead in coordinating quality, risk and compliance frameworks and systems, in addition to supporting their day-to-day functions.

The Risk and Quality Officer will also support BCHS' People and Culture Executive Lead in coordinating people, culture and performance frameworks and systems, in addition to supporting their day-to-day functions.

### **Position Responsibilities**

The responsibilities of the position are:

- Support BCHS' Team Manager Risk and Quality with the coordination, ongoing review and embedding of BCHS' policies and procedures, ensuring that they are contemporary and consistent with the organisation's systems, processes and practices.
- Support BCHS' Team Manager Risk and Quality with the coordination and processing of requests for release of information in accordance with relevant legislation, standards, policies and procedures.
- Support BCHS' Team Manager Risk and Quality and Risk, Quality and Compliance Executive Lead with day-to-day functions relating to BCHS' health and safety, risk, compliance and quality management systems.
- Support BCHS' Team Manager Risk and Quality and Risk, Quality and Compliance Executive Lead with quality related activities and preparing for relevant accreditations, where required.
- Support BCHS' People and Culture Executive Lead with the coordination, ongoing review and maintenance of mandatory probity, credentialing and scope of practice requirements for BCHS staff, students and volunteers.
- Support BCHS' People and Culture Executive Lead with the coordination and monitoring of professional development and training for BCHS staff, students and volunteers.
- Support BCHS' People and Culture Executive Lead with day-to-day functions relating to human resources and payroll, where required.
- Support other relevant BCHS projects relating to risk, quality, compliance, and human resources, as required.
- Support the Office of the CEO's Executive Assistant function during periods of leave, as required.
- Foster and promote a positive and collaborative culture in relation to risk, quality, compliance and, and people and culture.
- Ensure a high level of engagement, collaboration and communication with stakeholders, including other managers and staff across the organisation.
- Other duties as directed.

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### **Key Selection Criteria**

#### **Essential**

1. Ability to demonstrate and display the values of Bendigo Community Health Services. BCHS strive for integrity, respect, inclusivity, innovation and togetherness.
2. Demonstrated understanding of legislation, regulations and standards relating to a health and/or community service environment.
3. High level communication skills with the ability to develop effective working relationships with a cross section of staff High level skills in problem solving and systems thinking.
4. Demonstrated skills in managing time, setting priorities, planning and organising work demands to achieve objectives.
5. Demonstrated high level of computer skills including the ability to operate multiple Microsoft Office Suite products and various other in house programs and databases

#### **Desirable**

1. Demonstrated experience in supporting risk, quality, compliance and/or human resources functions in a healthcare and/or community setting.
2. Demonstrated experience in using electronic risk, quality, compliance and/or human resources management systems.

#### **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 & 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.

#### **Position Performance:**

Demonstrate achievement of negotiated performance indicators specific to your position.

- Demonstrated commitment and action to support BCHS in improving its risk, quality, compliance, and people and culture frameworks and systems.
- Support provided to BCHS' Team Manager Risk and Quality, and Risk and Quality Lead for risk, quality and compliance functions.
- Support provided to BCHS' People and Culture Lead for people, culture and performance functions.
- A high level of engagement, collaboration and communication observed with other managers and staff across the organisation.

#### **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.
- Demonstrate understanding and behaviour to reflect that BCHS aims to treat all people with respect, values diverse perspectives and participates in diversity training opportunities.

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### Communication and Team Work:

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

- 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.
- 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.

### Diversity and Culture:

BCHS treats all people with respect; values diverse perspectives; provides diversity training opportunities; and provides a supportive work environment. BCHS is committed to employing people from diverse backgrounds and providing a workplace free from discrimination and harassment.

### 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 to reach their individual potential.

### Other Essential Requirements

#### Staff will:

- Complete all required probity checks **before** employment is confirmed.
- Present a copy of your original professional qualifications document or registration (if required).
- Receive and comply with the BCHS policies and procedures including the Code of Conduct.
- Actively contribute to continuous quality and service delivery improvement through the organisation.
- Be proactive in risk identification, notification and management.

#### **BCHS believes that “Quality is everyone’s business, safety is my responsibility”**

Co-operate with and contribute to BCHS Occupational Health & 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.
- BCHS has a commitment to environmental sustainability.