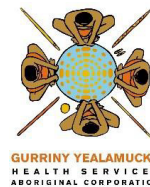


Position Description

Quality & Risk Coordinator



Location	GYHSAC facilities, Yarrabah
Employment status	Permanent full-time
Reports to	General Manager
Responsible for	Quality & Risk Support Officer
Date of Approval	August 2024

About Gurriny Yealamucka Health Services Aboriginal Corporation

Gurriny Yealamucka Health Services Aboriginal Corporation (GYHSAC) is a charitable, not for profit, community-controlled Indigenous health provider to over 4000 residents of Yarrabah: Australia’s largest discrete First Nations community.

GYHSAC provides culturally sensitive primary health care services in accordance with the Yarrabah Health Strategic Plan and is a member of both the National Aboriginal Community Controlled Health Organisation (NACCHO) alliance and Queensland Aboriginal and Islander Health Council (QAIHC).

Vision GYHSAC will be a holistic health service of excellence supporting a strong and healthy community

Mission GYHSAC will be influential innovators delivering quality holistic health outcomes.

Values

Quality of Service Valuing the responsibility of providing a quality of holistic health service and will maintain a high standard of care across all levels of the organisation

Leadership Strong Leadership ensuring the delivery of innovative holistic health solutions

Commitment Strong leadership drives commitment to all levels of the organisations business and in its capacity to support the Yarrabah Community

Accountability Enacting the self-determination principles of governance and sovereignty guided by the Yarrabah community & stakeholders

Innovation Welcomes and fosters creative ideas to deliver highly effective holistic health solutions

Diversity Statement

As an Aboriginal Community Controlled Organisation (ACCHO), GYHSAC recognises and celebrates the diversity of our community, including the diversity of cultural backgrounds, languages, beliefs, and experiences. We acknowledge employees who come from different Aboriginal and Torres Strait Islander communities and non-Indigenous employees including those from linguistically diverse backgrounds, and we strive to create a welcoming and inclusive workplace for everyone.

About the Position

The Quality & Risk Coordinator is responsible for ensuring GYHSACs Quality Management System

(QMS) supports continuous quality improvement in client services and has the capacity to demonstrate compliance with quality requirements as well as address organisational risk and opportunity. The role combines strategic oversight, practical implementation, and workforce engagement to promote quality care and manage risks effectively.

Key responsibilities

This position reports to the General Manager for supervision, workload management and Performance Planning and Review (PPR). In cooperation with (and under the direction of) the General Manager, the Quality & Risk Coordinator will:

Quality

- a. Maintain GYHSACs QMS via LogiQC, including by delegating risk management tasks, maintaining an accreditation register, and reporting & investigating incidents
- b. Coordinate processes, functions & policies necessary for the continuous improvement of quality client services that are culturally & physically safe, & to standards that comply with:
 - i. AS/NZS ISO 9001:2016 Quality management systems;
 - ii. RACGP Standards for general practice; and
 - iii. Human Service Quality Framework (HSQF)
- c. Support continuous quality improvement activity and participate in quality assurance processes including external & internal audits, reviews and meetings
- d. Maintain a register of continuous quality improvements (CQI) demonstrating service and operational process enhancements.

Risk

- e. Contribute to the management of organisational risk (including in relation to clinical, operational, financial & reputational risk) by maintaining a risk register and reporting risks; controls and related adverse events to the Senior Management Team (SMT) and GYHSAC Board's Finance Risk & Audit (FRAC) sub-committee
- f. Support the coordination of WHS risk assessment (in cooperation with nominated Health and Safety Advisors) when changes occur within the workplace or new equipment is introduced

Regulatory compliance & Accreditation

- f. Lead accreditation audit activity including management of re-accreditation documentation, self-assessment of service performance against accreditation standards, pre-audit correspondence & the coordination of audit related activity
- g. Ensure organisational compliance with relevant health regulations, standards, and accreditation requirements including by staying up to date on changes in legislation and industry standards

Administration & Reporting

- g. Develop and maintain a risk management framework (including quality related system, policy, plans and processes) that supports GYHSACs safety and quality objectives
- h. Advise the SMT and FRAC of matters relating to quality risk and accreditation, including the submission of quarterly and other ad hoc reporting

Quality Leadership

- i. Lead the attainment of quality-related outcomes including in relation to legislative, regulatory and accreditation requirements
- j. Promote a culture of safety and quality by leading quality improvement activity including educational programs capable of raising awareness of quality risks and compliance

Safety

- k. Oversee reporting and investigation of incidents & adverse events ensuring incidents are documented, investigated, & addressed appropriately to prevent recurrence
- l. Coordinate bi-monthly Work Health & Safety (WHS) Committee meetings & support the action plans necessary to manage safe work practices, workplace hazards and risks

Performance management

- m. oversee and guide the Quality & Risk Support Officer to ensure quality and risk goals are met
- n. engage in the Performance Planning Review (PPR) process to plan the most effective way to review performance, achieve agreed objectives, identify career goals and develop plans to meet these needs
- o. participate in professional development activities aligned with the role as well as other activities supporting organisational values including in relation to cultural heritage

External relationships & representation

- p. Develop and maintain relationships with relevant stakeholders to ensure GYHSAC is represented in the community's health leadership & that relevant safety and quality interests are promoted
- q. In consultation with the SMT, represent GYHSAC at meetings, conferences and workshops as necessary

The Quality & Risk Coordinator may be required to carry out such other duties as are within the limits of their skill, competence, and training, consistent with relevant Award classification definitions and as reasonably directed.

Cultural Safety

The position is required to commit to the ongoing development of Cultural Capacity with the goal of gaining a thorough understanding of the principles of Cultural Safety, by actively engaging in opportunities provided within the Service and as appropriate, the broader Yarrabah Community.

Work, Health & Safety (WHS)

Take all reasonable steps to protect personal workplace safety and avoid adversely affecting the health or safety of any other person at the workplace in accordance with the requirements of the Work Health and Safety Act (2011).

In support of GYHSAC policy, this position has as a minimum, the following WHS responsibilities:

- Follow prescribed Safe Work Procedures (SWP)
- Take reasonable care for the health and safety of self and others
- Seek guidance for all new or modified work procedures
- Ensure that any hazardous conditions, near misses and, or injuries are reported and any potential for further incident/ risk is mitigated
- Participate in meetings, training and other health and safety activities as reasonably directed
- Wear personal protective clothing or equipment as directed
- Use equipment and materials in compliance with relevant guidelines or instructions, without wilful interference or misuse

Selection Criteria

Essential

1. Understanding of and commitment to the principles of Aboriginal community control, cultural identity, practices & beliefs
2. Proven experience leading, implementing and managing quality, WHS and risk management systems and programs at a management level

3. Ability to collect, analyse, interpret and present data relating to quality and safety and facilitate quality improvements
4. Demonstrated experience promoting a culture of continuous quality improvement in a clinical setting
5. Experience managing accreditation and accreditation review processes in a healthcare (or similar) setting
6. Proven track record in building teams and maintaining effective working relationships with a range of stakeholders for the effective delivery of quality objectives.
7. Agreement with and commitment to observing and upholding GYHSACs mission, vision, and values and their application to this position

Desirable

8. Experience in managing AS/NZS ISO 9001:2016 Quality management systems, RACGP Standards for general practice, the Human Services Quality Framework
9. Experience of leading small teams towards achieving quality outcomes and fostering a positive, productive work environment

Practical requirements

1. Queensland Drivers Licence
2. Ability to maintain a current CPR certificate

Acknowledgement by Employee

I have read the Quality & Risk Coordinator Position Description and understand the position requirements and standard of performance expected.

Quality & Risk Coordinator

Signature:

Date

Chief Executive Officer

Signature:

Date: