

Position Description

Quality & Risk Support Officer



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| Location | GYHSAC facilities, Yarrabah |
| Employment status | Permanent, full-time [3 years fixed-term] |
| Reports to | Quality & Risk Coordinator |
| Responsible for | |
| Date of Approval | November 2023 |

About Gurriny Yealamucka Health Services Aboriginal Corporation

Gurriny Yealamucka Health Service 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 centre of excellence supporting a strong and healthy community.

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

Values

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| <i>Quality of Service</i> | Valuing the responsibility of providing a quality holistic health service & will maintain a high standard of care across all levels of the organisation |
| <i>Leadership & Innovation</i> | Strong Leadership ensuring the delivery of innovative holistic health solutions |
| <i>Commitment</i> | Strives to provide commitment to all levels of the organisation's business & in its capacity to support the Yarrabah Community |
| <i>Accountability</i> | Enacting the principles of governance, self-determination & sovereignty guided by the Yarrabah Community & its stakeholders |
| <i>Teamwork & Partnerships</i> | As an essential component of successful service delivery & advocates for equitable productive partnerships |

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 all.

About the Position

The Quality and Risk Support Officer will collaborate in a strong, active team in conjunction with other key service providers and government agencies.

The position will be responsible for developing, implementing, maintaining and reporting on compliance and risk management programs across the GHYSAC. This will include providing administration support for risk and compliance matters, including scheduling and organising team

meetings, meeting agendas, taking minutes, correspondence, and provide other administrative assistance as required.

Key responsibilities

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

Quality, Risk and Safety

- a. support the Quality & Risk Coordinator in the development and ensuring the alignment of governance, risk, compliance, and assurance frameworks within overall strategic objectives
- b. promoting a strong culture of risk and compliance awareness and management across the organisation with a focus on building capability
- c. manage and monitor work, health and safety framework, WHS Risk registers, work safe policies, standard operating procedures, and safety resources in line with regulatory and legislative changes
- d. assisting teams complete Job Safety Environmental Analysis (JSEA) prior to events or activities conducted outside the usual workplace

Training and Development

- e. Enrol and complete a Certificate IV relevant to the role within 18 months of employment

Reporting

- f. contribute to a monthly written report covering highlights and outcomes achieved by the service
- g. record statistical data relevant to measuring performance against agreed indicators and participate in review and evaluation activities

Quality & Risk

- h. participate in team activities necessary for the continuous improvement of the administration function to standards that comply with:
 - AS/NZS ISO 9001:2016 Quality Management Systems;
 - Human Services Quality Framework (HSQF); and
 - RACGP Standards for general practice
- i. ensure allocated tasks identified in the quality management system (LogicQC) are completed within required timeframes

Community engagement

- j. engage authentically with the community, and participate in interagency collaboration to optimise client health outcomes
- k. develop and maintain relationships with relevant stakeholders to ensure organisational representation in the community's health leadership

The Quality & Risk Support Officer 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 all opportunities provided within the Service and as appropriate, the broader Community.

Under Section 25 of the *Anti-Discrimination Act (QLD) 1991*, it is essential that the person who holds this position be an Aboriginal or Torres Strait Islander person. This is a genuine occupational requirement of this position.

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 responsibilities with regard to WHS:

- Follow prescribed Safe Work Method Statements (SWMS)
- 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. Minimum Certificate IV qualification in Workplace Health and Safety or a relevant discipline or the ability to obtain one within 18 months of employment
2. Demonstrated high level word processing and database skills in the use of MS Office suite and knowledge of their advanced capabilities
3. Previous experience in risk identification, analysis and management, and ability to report information
4. Demonstrated initiative and ability to work independently and as a member of a team
5. Demonstrated high level of effective communication and interpersonal skills, both oral and written

Practical requirements

- i. Immunisation certificate appropriate to employment within a Queensland ACCHO setting
- ii. Queensland Drivers Licence
- iii. ability to maintain a current CPR certificate
- iv. Possess (or have the ability to obtain) a valid Positive Notice Blue Card issued by the Commission for Children Young People and Child Guardian
- v. Current National Police Certificate (or be preparedness to undertake prior to commencing employment)
- vi. Under Section 25 of the *Anti-Discrimination Act (QLD) 1991*, it is essential that the person who holds this position be an Aboriginal or Torres Strait Islander person. This is a genuine occupational requirement of this position

Acknowledgement by Employee

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

Quality & Risk Support Officer

Signature:

Date

Chief Executive Officer

Signature:


Date: 1/12/2023
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