

Position title	Quality & Risk Manager
Employee name	Vacant
Department/Service	Clinical Services
Location	Thurgoona
Position reports to	Executive Leader Clinical Services
Positions reporting to this role	Internal Audit and Compliance Officer
Financial delegation	N/A
Budget accountability	N/A
Employment basis	Full Time

Work Environment (e.g. Office based, Residential based, Community based)
The Quality and Risk Manager's role is based at Mercy Connect Corporate Office in Thurgoona.

Mercy Connect Values	
Compassion	Supporting and listening with kindness and understanding
Hospitality	Welcoming each other with openness and a smile
Respect	Accepting and treating each other with integrity
Innovation	Seeing opportunities and creating new solutions
Teamwork	Working together with a shared view of success
Accountability	Choosing courage and taking ownership of our actions

Role Purpose	<p>The Quality and Risk Manager will play a key role in the development and implementation of comprehensive Risk, Quality and Internal Audit Frameworks, covering corporate and clinical requirements.</p> <p>The Quality and Risk Manager will be responsible for coordinating processes to ensure that Mercy Connect achieves and maintains NDIS Certification along with other relevant accreditation and standards to support high quality, safe and effective service delivery.</p>
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Key Selection Criteria Essential	<ul style="list-style-type: none"> • Demonstrated experience in promoting a culture of continuous improvement across an organisational setting. • Demonstrated experience developing, implementing and managing risk, quality and internal audit frameworks at a management level. • Experience in managing accreditation/review processes to ensure ongoing accreditation/certification is achieved. • Awareness of relevant ISO Standards, National Disability Service Standards, and National Disability Insurance Scheme (NDIS) • Ability to lead a Quality Management System (QMS) across all levels of the organisation. • Ability to lead, train and educate employees across all levels in the requirements of a QMS. • Demonstrated ability to collect, analyse and present data related to risk and quality metrics. • Exceptional verbal and written communication skills including the preparation of reports, briefs and other materials. • Strong organisational skills with an ability to work to timelines and be outcome focussed whilst managing multiple tasks. • Proven track record in supporting teams and maintaining effective working relationships with a range of stakeholders for the effective delivery of quality objectives. • Ability to work both independently and collaboratively as a productive team member. • Advanced computer skills including Microsoft suite of applications.
Key Selection Criteria Desirable	<ul style="list-style-type: none"> • Experience working in the Not For Profit sector • Project Management (Prince2 / PMBOK) skillsets.
Experience and qualifications	<ul style="list-style-type: none"> • Tertiary / post-graduate qualification relevant to role. • Demonstrated project management skills • Demonstrated skills in Corporate and Clinical Risk Management
Other requirements of the role	<ul style="list-style-type: none"> • NDIS Workers Screening • Current Drivers licence

Role Priorities

Role Priority 1:		Mercy Connect Services are underpinned by an integrated Quality Framework to ensure quality outcomes are achieved for the participants we serve.
Behavioural Guidelines		Evidence (KPI)
Develop, lead and implement a Quality Management Framework across the organisation. to ensure continuous quality improvement.		Quality Management Framework is developed and promoted across the organisation.

Provide the focus, direction, and control for Quality Management System audits.	<p>Mercy Connect Quality Improvement Plan and register are maintained and embedded into planning processes.</p> <p>Reports are prepared to a high standard and within requested timeframes.</p> <p>Attend and contribute to relevant committees as required.</p> <p>Quality Improvement register is managed and updated as required.</p> <p>Feedback and complaints are monitored to identify trends and areas for improvement.</p>
Lead the implementation of the policy framework and provide quality input to policies, procedures, guidelines and activities as required to ensure they remain relevant and current.	
Develop processes to ensure Mercy Connect staff at all levels are continually informed of policy and procedure changes and other significant quality activities impacting on compliance and quality of care.	
Establish and maintain registers for monitoring quality improvement projects and outcomes.	
Collect and analyse data on various aspects of safety and quality issues and prepare reports for the Executive and Board.	
Integrate and coordinate all of the quality related activity across the organisation, developing and promoting frameworks and systems for continuous quality improvement	
Manage the feedback and complaints process across the organisation.	

Role Priority 2:	Take a leadership role in risk management to ensure Mercy Connect operates within a sound and integrated risk management framework.
Behavioural Guidelines	Evidence (KPI)
Assist with development, enhancement and implementation of appropriate risk management policies, procedures and systems.	<p>Risk management policies, procedures and systems are current and reviewed regularly.</p> <p>Reports reflect analysis of risk data collected and any identified trends to inform strategy.</p> <p>Risk registers are reviewed for consistency and accurateness.</p> <p>All risk registers are up to date.</p>
Coordinate and monitor implementation of risk initiatives.	
Work with risk owners to ensure that risk management processes are implemented in accordance with agreed policy and strategy.	
Ensure that relevant risk information is reported and escalated or cascaded, as the case may be, in a timely manner that supports organisational requirements.	

Collate and review all risk registers for consistency and completeness.	<p>Regular reports on organisation risk are developed for relevant Committees, Executive and the Board.</p> <p>All reports are prepared to a high standard.</p> <p>Monthly meetings are coordinated with risk owners to ensure risk profiles are up to date.</p> <p>Strategic and operational decisions are made in line with Risk Appetite / Risk Tolerances.</p> <p>Mercy Connect internal audits are conducted in line with audit plan and schedule.</p>
Develop and coordinate process to ensure that the organisational risk profile is kept up to date by the relevant risk owners.	
Analyse risk data and trends and develop regular reports on organisational risks for the Executive and the Board and other committees as required.	
Maintain oversight of internal audit framework and ensure alignment with risk management criteria and processes.	

Role Priority 3: Ensure Mercy Connect maintains compliance with relevant accreditation standards and other legislation.	
Behavioural Guidelines	Evidence (KPI)
Co-ordinate and oversee the preparation for accreditation, working with staff to assist and facilitate their preparedness and providing advice to the Executive and Board	<p>Mercy Connect successfully achieves accreditation against all relevant standards and registration requirements including but not limited to: NDIS Practice standards, Disability Act 2006(Vic), National Catholic Safeguarding Standards and Child Safe Standards.</p> <p>Mercy Connect meets all compliance obligations with performance regularly reported.</p> <p>Policy and procedure register is managed to ensure all policies, procedures and other documentation are reviewed and current.</p>
Manage the Mercy Connect's policy and organisational document system to ensure compliance with accreditation standards and relevant legislation and safe delivery of care	
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Role Priority 4: Build the Mercy Connect culture and engagement of our people through effective people leadership and management for your team and individually.	
Behavioural Guidelines	Evidence (KPI)
Create and maintain a responsive and respectful workplace culture that integrates the Mercy Connect values.	Mercy Connect values are demonstrated and promoted to direct reports and the wider organisation.

Ensure that staff understand what is required of them, have development plans in place and are provided with timely performance feedback.	Direct reports receive regular supervision.
Provide effective leadership to drive the performance and outputs of the team.	Annual performance review conducted that includes a learning development plan.
Monitor, evaluate and manage staff performance to enable individual and team professional growth and development, addressing staff performance issues as required according to documented policies and procedures.	Learning development plan is regularly monitored and documented through regular supervision.
	Performance and conduct issues are addressed according to Mercy Connect's Managing Conduct and Performance Guideline.

I acknowledge that:

- Statements included in this position description are intended to reflect duties and responsibilities that I may be required to undertake and are not to be interpreted as being all inclusive
- I have read, understood and accepted the above position description and associated attachments.

Employee signature:

Print name:

Date:

Line Manager:

Print name:

Date: