

<b>Position title</b>	Clinical Risk and Safeguarding Coordinator
<b>Employee name</b>	Vacant
<b>Department/Service</b>	Clinical Operations
<b>Location</b>	Thurgoona
<b>Position reports to</b>	Executive Leader Clinical Services
<b>Positions reporting to this role</b>	N/A
<b>Financial delegation</b>	N/A
<b>Budget accountability</b>	N/A
<b>Employment basis</b>	Part-time (25 hours / 5 days per week)

<b>Work Environment (e.g. Office based, Residential based, Community based)</b>
<p>The Clinical Risk &amp; Safeguarding Coordinator role is based at the Mercy Connect Office in Thurgoona but may be required to travel to other Mercy Connect sites on occasion.</p> <p>The role is primarily office based with regular use of phone and email. Using a computer while sitting for extended periods is common.</p>

<b>Mercy Connect Values</b>	
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

<b>Role Purpose</b>	To provide key supports in relation to upholding the safety and wellbeing of vulnerable people. This role will also assist in developing, implementing, and monitoring systems which
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	protect vulnerable people (including children) from risk of harm, and fostering a culture of safeguarding for all people.
<b>Key Selection Criteria</b> <b>Essential</b>	<ul style="list-style-type: none"> <li>• Excellent analytical skills</li> <li>• Excellent written and verbal communication skills.</li> <li>• Attention to detail and strong organisational skills.</li> <li>• Ability to act tact, discretion and to maintain confidentiality.</li> <li>• Sound skills in Office 365 and associated software.</li> <li>• Ability to work under pressure, prioritise and achieve goals and commitment to meeting deadlines.</li> </ul>
<b>Qualifications and experience</b>	<ul style="list-style-type: none"> <li>• Relevant qualifications in such areas of social welfare or other clinical related fields <u>or</u> at least two years experience in a similar or related field.</li> </ul>
<b>Other requirements of the role (e.g. licenses, professional memberships, registrations)</b>	<ul style="list-style-type: none"> <li>• NDIS Worker Check</li> <li>• NDIS Worker Orientation Module</li> <li>• Current Working with Children's Check NSW and Vic</li> <li>• Current driver's licence.</li> <li>• Compliance with Mercy Connect's COVID-19 Vaccination Policy</li> </ul>

### Role Priorities

<b>Role Priority 1:</b>	Coordinate the implementation of new policies and procedures that are part of Mercy Connect's Safeguarding framework, ensuring alignment to best practice standards and all related compliance requirements.	
<b>Behavioural Guidelines</b>	<b>Evidence (KPI)</b>	
Provides advice to staff on Safeguarding principles, standards and practice.	Staff are aware of their obligations in relation to Safeguarding principles, standards and practice.	
Supports the implementation of Safeguarding Principles and standards across the organisation.	Monthly reports are provided highlighting clinical incident statistic, trends and risks.	
Reports on statistical and trend analysis to inform clinical risk management and continuous improvement.	Participation in compliance and continuous improvement activities.	
Supports the Quality and Risk manager to ensure compliance to relevant legislation.	Regularly communicates with relevant internal and external stakeholders in relation to Safeguarding practices.	
Establishes effective and collaborative relationships with managers, staff and external agencies to support effective Safeguarding practices.	Attend relevant training, conferences and networking events as required.	

<b>Role Priority 2:</b> Manage internal processes for compliance related reporting on Safeguarding, including for the NDIS Quality and Safeguarding Commission, Department of Families, Fairness and Housing (DFFH) and any other external reporting requirements.	
Behavioural Guidelines	Evidence (KPI)
Oversights incidents to determine if they meet the threshold for reporting to the NDIS Quality and Safeguarding Commission or other funding bodies (e.g. DFFH, TAC).	Reportable incidents are identified and reported according to legislative timeframes.  Outcomes of investigations into reportable incidents are provided to the relevant governing body within required timeframes.  Reportable incidents are closed appropriately.  All Government and internal reporting requirements are achieved in relation to reportable incidents.  Monthly report on reportable incident data is provided.
Provides administrative support in relation to investigating serious incidents such as collating information, submitting responses and other document through relevant portals, or liaises with the NDIS Quality and Safeguarding Commission/ DFFH/TAC about serious incidents.	
Monitors responses in relation to reportable incidents and ensures their completion.	
Complies with Government and internal reporting requirements.	
Maintains current reportable incident data and provides monthly reporting.	

<b>Role Priority 3:</b> Coordinate Person-Centred Complex Case Reviews with relevant stakeholders to ensure participant health, safety and wellbeing is safeguarded as and when the need arises.	
Behavioural Guidelines	Evidence (KPI)
Organises and facilitates complex case meetings within one week of need being identified	Person-Centred Complex Case Reviews are conducted for participants when required.  Complex Case Reviews are conducted within required timeframes and according to guidelines.  Minutes and actions are provided to stakeholders within required timeframes.  A record of each complex case review is stored in the appropriate participant file.  All actions are monitored for completion.
Minutes discussion and actions which are disseminated to relevant stakeholders and saved into participants electronic file within three working days.	
Monitors completion of actions and facilitates further reviews as required.	

<b>Role Priority 4:</b> Foster positive business partnerships through the provision of solution focused support to all stakeholders.	
Behavioural Guidelines	Evidence (KPI)
Contribute to the delivery of relevant projects and support impacted staff throughout each stage of the project, providing them with a positive change management experience.	Strong communication skills demonstrated.  Safeguarding procedure changes are clearly communicated to stakeholders.  Assist with other reporting and projects as requested.  Solutions delivered within agreed timeframes.  Active contribution to team goals, providing guidance and input as expected.  Demonstration of Mercy Connect values.  Management and peer feedback.
Build trusting relationships with all levels of staff.	
Promote collaborative behaviours within the Clinical and broader Mercy Connect teams.	

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: