

## Job Description

### Job Title: Clinical Quality and Education Manager

<b>Role Purpose</b>	This role is responsible for the management and leadership of the clinical quality system including; achieving all aged care accreditation requirements and ensure a highly functioning clinical IT system (Platinum5) exists for the organisation. This includes working collaboratively with internal and external stakeholders to identify requirements, benchmarking best practice, developing solutions and plan implementation including the training of clinical and non-clinical staff in the new ways of working.		
<b>Reports to:</b>	Executive Manager Aged Care	<b>Direct Reports:</b>	<ul style="list-style-type: none"> <li>ACFI Advisor</li> <li>Aged Care Project Officer</li> </ul>
<b>Business Unit:</b>	Quality	<b>Award Level:</b>	Non Award
<b>Office Location:</b>	Head Office, 70 Dale Street, Port Adelaide, SA 5015	<b>HR Approval Date:</b>	August 2017
<b>Internal Relationships:</b>	<ul style="list-style-type: none"> <li>Corporate Quality, Risk, Strategy and Service Improvement Teams</li> <li>Directors of Nursing/Site Managers</li> <li>Site Management Teams</li> </ul>	<b>External Relationships:</b>	<ul style="list-style-type: none"> <li>Accreditation Agency</li> <li>Leecare Solutions</li> <li>TerryWhite/Chemplus Pharmacies.</li> </ul>

## Person Specification (Knowledge, Skills and Experience)

<b>Qualifications</b>	<ul style="list-style-type: none"> <li>Relevant nursing qualifications and extensive experience in aged care accreditation quality and risk management processes</li> <li>Certificate IV in Training and Assessment</li> <li>Drivers Licence</li> <li>Current Police Check or relevant DCSI Clearance</li> <li>Valid Working VISA</li> </ul>
<b>Experience</b>	<ul style="list-style-type: none"> <li>Previous experience of managing a team of staff to achieve organisational outcomes</li> <li>Demonstrated experience in the application of aged care accreditation standards and auditing processes</li> <li>Proven experience in the implementation of clinical competency frameworks and assessment processes</li> </ul>

	<ul style="list-style-type: none"> <li>• Delivery of clinical training programs</li> <li>• Proven ability to work collaboratively with all levels of staff and management</li> <li>• Proven ability to work with and lead staff who work across a number of geographical locations</li> </ul>	
<b>Skills &amp; Knowledge</b>	<ul style="list-style-type: none"> <li>• An extensive working knowledge of The Aged Care Act, 1997</li> <li>• Extensive working knowledge of the Aged Care Accreditation Standards</li> <li>• Extensive knowledge of current clinical practice for older persons.</li> <li>• High level computer skills in Microsoft Office, Lee Care Platinum5 Software applications</li> <li>• Experience in training and/or mentoring other staff</li> <li>• Proven project management skills and experience</li> <li>• Extensive knowledge of ACFI submission and validation process</li> </ul>	
<b>Job Function Details</b>		
<b>Key Result Area</b>	<b>% of Time</b>	<b>Tasks</b>
People Management	10%	<ul style="list-style-type: none"> <li>• Supervise, lead and manage the aged care project officer and ACFI Advisor</li> <li>• Develop clear goals and objectives for the team</li> <li>• Coordination of the team to complete work on time to expectation of agreed outcomes</li> <li>• Understands and able to execute effective performance development and management process</li> <li>• Mentoring and coaching of people who work across various classification levels</li> <li>• Identify and develop talent for succession</li> <li>• Communication of direction, progress against plan, initiatives, changes and successes</li> <li>• Support the development of staff welfare</li> <li>• Build and maintain working relationships internally and externally at all levels to ensure effective industrial relations</li> </ul>
Quality System	50%	<ul style="list-style-type: none"> <li>• Development, management and implementation of the clinical quality and education system for the organisation consistent with Aged Care Act and Accreditation Standards</li> <li>• Maintain quality risk management profile across the whole of aged care services.</li> <li>• Provide meaningful reporting processes for aged care risk and quality management systems on a monthly basis and as required</li> <li>• Provide expert advice and support to the organisation regarding aged care quality standards and industry changes</li> <li>• Review, develop, update and implement procedures and guidelines for aged care sector of the organisation</li> <li>• Work collaboratively with DON's and quality committees to ensure the clinical quality and education system is maintained and monitored</li> <li>• Develop and implement internal auditing processes to ensure</li> </ul>

		<p>practice in accordance with current clinical best practices and aged care accreditation standards</p> <ul style="list-style-type: none"> <li>• Attend service Quality and Planning Meetings and advise stakeholders on compliance and monitoring strategies</li> <li>• Review, monitor and ensure Clinical Care outcomes are maintained in accordance with appropriate legislation, regulations, standards and competencies.</li> <li>• Monitor and report on clinical indicators to ensure that; <ul style="list-style-type: none"> <li>○ appropriate outcomes for residents are achieved;</li> <li>○ trends are identified and appropriate actions are implemented;</li> <li>○ Training needs for all staff are identified and include onsite training plans.</li> </ul> </li> <li>• Identify gaps in the process and procedures based on clinical indicators and ensure that appropriate steps have been taken to address and identify issues</li> <li>• Conduct and develop internal auditing expertise</li> <li>• Management of audit outcomes; providing advice and leadership to management teams in addressing the required assessment/audit criteria and audit outcomes</li> <li>• Chair Clinical Reference Group</li> <li>• Management of the pharmacy contact and oversight of medication management systems, including attendance at Medication Advisory Committee Meetings at each site</li> <li>• Identify, develop and implement improvements for the sites and organisation</li> <li>• Ensure that CI plans of all sites are up to date and demonstrates improvements across all four standards</li> </ul>
Reporting	15%	<ul style="list-style-type: none"> <li>• Inform the EMAC of any areas of risk to the organisation and provide a collaborative action plan to address the risk.</li> <li>• Provide detailed analysis of trends in quality and clinical outcomes</li> <li>• Development of workgroups to action plan the key trends</li> <li>• Work with site Quality committees to plan and manage the site's Continuous Improvement Plan</li> <li>• Report to the Quality Safety &amp; Risk Management Council on aged care quality activities</li> <li>• Ensure collation of results and the analysis from all audits is undertaken in accordance with the Audit schedule</li> <li>• Development of plans to address trends to ensure consistent approach across aged care</li> <li>• Ensure quality and safety data is available for reporting throughout the organisation, including to the Board and consumers as required</li> <li>• Provide feedback mechanism for quality outcomes to UCWPA Aged Care Management, Staff and Residents through a regular reporting process</li> <li>• Report to relevant external bodies/networks</li> <li>• Manage and lead the development and implementation of new</li> </ul>

		reports and forms
System Administration /	10%	<ul style="list-style-type: none"> <li>• Manage the LeeCare clinical IT system</li> <li>• Ensure system is configured to organisational requirements</li> <li>• Manage and chair Clinical IT reference group to maximise the program use and efficiency and to ensure it is meeting service requirements</li> <li>• Identify and implement electronic systems to improve accuracy and efficiency in the services provided by organisation</li> </ul>
Education	25%	<ul style="list-style-type: none"> <li>• Conduct training needs analysis for Clinical staff</li> <li>• Lead, monitor and manage the annual clinical education plan for Aged Care</li> <li>• Development of role specific competency frameworks, assessment and training matrices</li> <li>• Establishment of a consistent process for the assessment of staff competency across the organisation</li> <li>• Oversee the delivery of training programs to clinical staff</li> </ul>

## Competency Profile

Competency	Level	Behaviours
Strategic Thinking	Function	<ul style="list-style-type: none"> <li>• Proactively scans the environment for strategic opportunities</li> <li>• Considers opportunities and issues for the team in the context of the business strategy</li> <li>• Initiates strategies and ideas to move own function forward</li> <li>• Relates team goals to a broader organisational understanding</li> </ul>
Judgement	Function	<ul style="list-style-type: none"> <li>• Logically evaluates information, identifies salient issues and draws sound conclusions</li> <li>• Considers multiple sources of information</li> <li>• Weighs up alternatives according to their likely impact on the team/function</li> <li>• Identifies the most appropriate action to facilitate the achievement of team goals and business objectives</li> </ul>
Analysis	Function	<ul style="list-style-type: none"> <li>• Identifies key issues/opportunities relating to team/function</li> <li>• Identifies complex cause-effect relationships</li> <li>• Interprets complex cause-effect relationship on team/function</li> <li>• Recognises complex trends in data/information</li> <li>• Interprets complex trends in data/information</li> <li>• Collects information pertaining to team/functional responsibilities</li> <li>• Ensures team awareness of risk evaluation</li> <li>• Determines impact of time-sequences on team/function</li> </ul>

Relationship Building	Function	<ul style="list-style-type: none"> <li>• Develops strong internal and external collaborative networks to facilitate the achievement of mutual goals</li> <li>• Encourages others to develop strong internal and external collaborative networks for potential mutual benefits</li> <li>• Utilises key relationships to facilitate the achievement of team goals</li> <li>• Role models effective collaborative networking</li> </ul>
Leading and Motivating	Function	<ul style="list-style-type: none"> <li>• Sets performance goals and expectations and ensure staff perform in accordance to these</li> <li>• Holds individuals accountable</li> <li>• Mobilises individuals and/or team to work towards a shared purpose</li> <li>• Adheres to performance management principles</li> <li>• Identifies team members' strengths and areas for development</li> <li>• Fosters the long-term learning and development of team members</li> <li>• Understands both individual and team motivators</li> <li>• Uses strategies to boost morale and productivity</li> <li>• Helps team members understand and adapt to change</li> </ul>
Innovation	Function	<ul style="list-style-type: none"> <li>• Encourages team/function to generate new and original ideas</li> <li>• Suggests modifications to processes and procedures to improve current performance</li> <li>• Offers original solutions that facilitate the achievement of team/functional goals</li> <li>• Considers new concepts as potential opportunities</li> <li>• Participates in ongoing activities/taskforces to develop create initiatives</li> <li>• Recognises and rewards creativity and innovation</li> </ul>
Results Orientated	Function	<ul style="list-style-type: none"> <li>• Encourages team member to make specific changes in work methods or practices to improve performance</li> <li>• Encourages team members to seek alternative possibilities when faced with obstacles to ensure project completion</li> <li>• Ensures team members persevere with responsibilities to ensure project completion</li> <li>• Streamlines existing processes and procedures to ensure efficient outcomes</li> <li>• Continually strives to identify and minimise barriers to excellence</li> <li>• Ensures own and team responsibilities are completed within designated timeframes</li> </ul>
Customer and Client Orientation	Function	<ul style="list-style-type: none"> <li>• Ensures team/function makes attempts to add value to the customer/client</li> <li>• Coaches team/function to seek ways to enhance customer satisfaction and loyalty</li> <li>• Coaches team/function to align needs to available products, services and/or solutions</li> </ul>

		<ul style="list-style-type: none"><li>• Takes actions that reinforce the customer/client orientation of the team/function</li><li>• Monitors customer/client complaints</li><li>• Monitors customer/client satisfaction</li></ul>
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**I have read and understand the requirements of this position:**

Signed: \_\_\_\_\_ Name (print) \_\_\_\_\_ Date: \_\_\_\_\_