

Position Description

Very Special Kids believes that all children and young people have the right to quality of life, no matter how long or short their life may be.

Position Title:	Quality Officer
Location:	Malvern
Department	Corporate
Reporting To:	General Manager Clinical Services
Main Purpose of Position:	To ensure that Very Special Kids effectively manages clinical risk, monitors and initiates improvements across the organisation, supports organisational policy development, promotes excellence in paediatric palliative care and consumer-centred care, and maintains accreditation against recognized and best practice industry standards. Responsible for the oversight of infection prevention and control and audit activities across the hospice facility.
Number of Direct Reports	0
Decision Making Authority	As per Very Special Kids' Delegation of Authority
Key Relationships	<p>Internal:</p> <ul style="list-style-type: none"> • General Manager Clinical Services • Service Delivery managers and senior leaders • Service delivery staff • eQstats Super Users • Management Team members <p>External:</p> <ul style="list-style-type: none"> • Accreditation provider (currently Australian Council on Healthcare Standards) • HICMR • Australian Commission on Safety and Quality in Healthcare • Magentus (eQstats systems support)
Key Selection Criteria	<p>Qualifications/ Education Training and Work Experience</p> <p>Essential</p> <ul style="list-style-type: none"> • Degree qualifications in health, preferably nursing or allied health. • Prior experience in a similar role in a community or healthcare organisation. • Demonstrated understanding and experience in:

	<ul style="list-style-type: none"> ○ Healthcare quality management systems, accreditation and continuous quality improvement activities. ○ Assessment, analysis and response to clinical risk. ○ Infection prevention and control. ○ Review of clinical incidents. ○ Developing and writing policy and procedures within a health care setting. <ul style="list-style-type: none"> • Proven ability to work collaboratively, build strong relationships and achieve multiple stakeholder alignment. • Advanced proficiency in Word, Excel and PowerPoint <p>Desirable</p> <ul style="list-style-type: none"> • Post-graduate qualifications in quality or risk management, quality systems auditing or infection prevention and control. • Project management experience. <p>Personal Attributes</p> <ul style="list-style-type: none"> • Excellent interpersonal and communication skills, both written and verbal, and a proven track record in engaging with a range of stakeholders. • Ability to work well under pressure and be flexible to changing priorities and environment. • Analytical thinker. • Outcome-oriented with the ability to take the initiative, effectively prioritise work and meet deadlines. • Strong values connection with the Very Special Kids values and genuine empathetic regard for people. <p>Guiding Principles</p> <p>All employees are required to demonstrate the Very Special Kids Guiding Principles:</p> <ul style="list-style-type: none"> • We offer compassionate, individualised care for families across their entire journey • Our approach is forward thinking, positive and authentic • We collaborate to deliver the best support for families • We are purpose driven and act with integrity, respect and kindness
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Name of Responsibility

Key Performance Indicators

Paediatric palliative care service excellence	<ul style="list-style-type: none"> • Initiate and/or engage in project teams and working groups that support excellence in paediatric palliative care service delivery, measurement and evaluation. This may include, but is not limited to: <ul style="list-style-type: none"> ○ Models of care – medical, integrated service delivery, Hospice admissions ○ Evaluation of service delivery outcomes ○ Informed consent processes ○ Rights of the child
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Clinical risk and compliance management processes	<ul style="list-style-type: none"> The eQstats operational risk register is monitored for trends, and these are reflected in the organisational risk registers. Assigned Hospice compliance obligations in Comply Online (Very Special Kids' online legislative compliance monitoring system) are managed according to specified timeframes.
Development, review and maintenance of policies and procedures	<ul style="list-style-type: none"> Clinical policies and procedures are developed to comply with legislation and industry standards. Service delivery teams are supported to review clinical policies and procedures according to schedule. Development of policies and procedures is supported across the organisation.
Accreditation process and compliance with industry standards	<ul style="list-style-type: none"> Very Special Kids maintains: <ul style="list-style-type: none"> Compliance with Child Safe Standards. Accreditation against National Safety and Quality Health Service Standards. Action plans and gap analyses associated with the above are progressed/actioned.
Clinical incident reporting, review and response processes	<ul style="list-style-type: none"> Ensures clinical incidents are reviewed within optimal timeframes by responsible manager, escalated where necessary and corrective actions are initiated when required
Reporting on clinical and quality key performance indicators to board and operational committees	<ul style="list-style-type: none"> Prepare and provide reports on incidents, audits and quality improvements to: Quality Management Committee Clinical Risk and Governance (CRaG) Committee.
Maintenance of Very Special Kids incident, audit and quality improvement online system eQstats	<ul style="list-style-type: none"> Staff are supported in the use of eQstats for incident reporting and audit completion. Incident categories are reviewed and updated as required. User permissions are reviewed and adjusted according to service profiles. Audit tools are updated as required. Schedule and monitor audits while contributing to audit completion in conjunction with clinical staff.

	<ul style="list-style-type: none"> Quality logs are completed and closed appropriately.
Education to the clinical workforce on clinical risk assessment, management and mitigation; quality improvement; incident management; and standards/accreditation frameworks and processes	<ul style="list-style-type: none"> Prepare presentations as required and deliver online and/or face to face.
Development and maintenance of the annual Quality Plan	<ul style="list-style-type: none"> Quality Plan is updated monthly at the Quality Management Committee and reviewed annually. Quality Plan includes improvement projects undertaken by all Very Special Kids departments that are linked to current strategic directions and/or recommendations from accreditation.
Infection Prevention and Control	<ul style="list-style-type: none"> Support Infection Prevention and Control activities within the organisation by <ul style="list-style-type: none"> Supporting the IPC Committee and its activities Working with the IPC Coordinator to ensure HICMR recommendations are actioned in a timely manner Liaising with HICMR as required
Committee support and resourcing	<ul style="list-style-type: none"> Develop and distribute agendas and minutes for the Quality Management Committee. Supports the ongoing activities of the IPC Committee. Committee member for OH&S, Service Delivery and CRAG committees.

Quality, Safety, and Improvement

Very Special Kids employees have a responsibility and accountability to contribute to the organisation's commitment to Quality, Safety, and Improvement by:

- Acting in accordance and complying with all relevant policies and procedures
- Identifying risks, reporting, and being actively involved in risk mitigation strategies
- Participating in and actively contributing to quality improvement programs
- Complying with the requirements of the National Safety & Quality Health Service Standards
- Complying with all relevant clinical standards
- Complying with the principles of consumer-centred care
- Complying with the principles of Child Safe Standards
- Leading and providing supervision to volunteers directly involved in your work

Conditions of Service	Six-month probationary period
Hours	0.6. (3 days per week) and may require flexibility leading into Accreditation.
Other	Current driver's licence (if required)
Salary Package	Not For Profit salary packaging available
Tenure	Permanent position after completion of six months probationary period.
General	Employment with Very Special Kids will be subject to a satisfactory Police Check, and Working with Children Check

Privacy Statement: Personal Information may be collected and stored for the purpose of recruitment and selection. The information will only be used and disclosed for the primary purpose of its collection. Some exceptions exist. These may be obtained from the Privacy Officer.

Approvals:	
Created by:	General Manager Clinical Services
Approved by:	General Manager People & Culture
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