



**POSITION DESCRIPTION**

---

**Position Title: Quality Assurance Manager**

**Job Purpose:**

To maintain EAL’s quality assurance program in line with legal requirements under the Aged Care Act, Aged Care Accreditation Agency Ltd and other Federal and State bodies and agencies.

To manage all areas of EAL’s policy, procedures, audits, process development, reviews, data gathering, preparation of reports and implementation of quality-related systems.

To manage the training and educational requirements for EAL staff, including compulsory and non-compulsory.

Important within the context of this position is the requirement for the staff member to perform these duties to the standard stipulated by the organisation, the Aged Care Standards and other relevant legislation. It must be understood that the facility is measured by outside authorities, and we must meet their standards and requirements.

The position reports to the CEO.

**Organisational Values:**

Staff are expected to work with the values in mind at all times

PEOPLE	Integrity, respect and humility
RESIDENTS	Empathy, care, respect, acknowledgement, cultural awareness and diversity
PERFORMANCE	Diligent, effective caring, quality
TEAMWORK	Purposeful, integrated, focused, united
CARE	Compassionate, inclusive, proactive, effective
COMMUNITY	To be judged in a positive light and relevant to the community

**Privacy and Confidentiality:**

It is vital that every member of staff maintain strict confidentiality of all matters relating to the residents and the facility.

**Essential Attributes**

- Understanding of the accreditation system and its requirements
- Ability to analyse and processes information and data
- Ability to transform raw data and information into meaningful graphs, charts and written reports
- Ability to work with all staff and liaise with key staff
- Ability to predict the need for new audits, audit tools or redesign existing audits

- Ability to conduct audits effectively, maintain audit schedules and alter accordingly
- Ability to assist in the identifying of risk and designing effective risk management strategies
- Ability to develop and maintain yearly training/education timetable
- Ability to source new training/education opportunities, providers and tools for EAL staff
- Working knowledge of OH&S and Infection Prevention and Control legislation and requirements

**Key Duties and Responsibilities:**

- Maintain all Continuous Improvement systems, including:
  - Management of all audit, survey/questionnaire schedules
  - Collection and collation of data on all key performance indicators including falls, skin incidents, medication incidents, behavioural incidents, near misses, other incidents, staff injuries, comments and complaints, infections, education attendance, resident diagnoses and care needs, maintenance requests and hazard reports
  - Identification of trends within data collected and collated
  - Written monthly reports for the Board of Management, Quality Management and Care and Practice Committee
  - Management of the Opportunity for Improvement Register, including monthly updates
  - Assist with the initial organising and ongoing training of auditors
  - Liaise with key personnel in regards to quality issues
- Co-ordinate policy and procedure reviews according to review schedules
- Ensure updated policies and procedures are placed in all appropriate manuals
- Ensure that all staff are made aware of changes and alterations to policy & procedures
- Develop and manage meeting schedules
- Take minutes at meetings, where nominated
- Assist with document control
- Source education/training as required and maintain a training schedule
- Assist with the development of training plans and audit training outcomes
- Ensure training/education paperwork is maintained, including feedback sheets
- Maintain OHS and Infection Prevention and Control systems and processes
- Take part in professional development as needed and directed

- To ensure high standards are followed in order to keep accreditation and certification, guarantying the facilities access to additional streams of recurrent government funding.

## **2. Team Work**

- Demonstrate strong leadership through team effective behaviours.
- Work hands-on as part of a team in a multi-skilled environment.
- Work with staff in the assessment, admission and transfer of residents.

### **Mandatory Qualifications and Experience:**

- Relevant degree and/or relevant experience in Business, Management or Aged Care.
- Minimum of one year's experience in the relevant sector
- Current Police Check.
- Strong leadership ability and team-building skills in achieving best practices by utilising continuous improvement and best practices principles.
- Ability to provide advice and leadership to a diverse range of employees.
- Ability to work well under pressure.
- Active, hands-on team member approach to work and challenges.
- Self-motivated with highly effective written/verbal communication skills.
- Common sense approach to problem-solving.
- Good time management and organisational skills.
- A strong but supportive approach to working with staff/volunteers.
- Patience and approachability in all dealings with residents, relatives and visitors.

### **Desirable Qualifications and Experience**

- Sound knowledge of Aged Care Standards, Industry trends and Aged Care Funding Instrument.
- Previous experience in aged care.

## Key Performance Indicators

Key Result Areas	Key Activities	Standard Measures
<b>Edgarley Values</b>	<ul style="list-style-type: none"> <li>• Demonstrate and uphold the values of Edgarley Assisted Living</li> <li>• Ensure that the values of Edgarley Assisted Living are incorporated into daily practices in relation to all activities.</li> </ul>	<ul style="list-style-type: none"> <li>• Be compassionate and provide support to staff and customers.</li> <li>• Consistently shows respect and values each person's dignity.</li> <li>• Seeks opportunities to be innovative for improvement.</li> <li>• Is accountable for a high standard of care.</li> <li>• Communicates and operates openly and honestly as an effective team member.</li> </ul>
<b>Education and Personal Development</b>	<ul style="list-style-type: none"> <li>• Willingness to continue to improve your skills and standards</li> <li>• Maintain industry requirements for your scope of practice</li> <li>• Willingness to suggest further education to be provided</li> </ul>	<ul style="list-style-type: none"> <li>• Successfully pass all competency tests and assignments</li> <li>• Full (100%) attendance at all compulsory educational sessions</li> </ul>
<b>Quality and Continuous Improvement</b>	<ul style="list-style-type: none"> <li>• Commitment to Quality &amp; Continuous Improvement</li> <li>• Compliance with Aged Care Accreditation Standards</li> <li>• Compliance with EAL policies and procedures</li> </ul>	<ul style="list-style-type: none"> <li>• Assistance in preparation of the facilities Accreditation application if required</li> <li>• Participation in monthly Leadership meeting</li> </ul>
<b>OH&amp;S and Infection Prevention &amp; Control</b>	<ul style="list-style-type: none"> <li>• Strictly follow all OHS and infection control policies, procedures and processes</li> <li>• Promote best practice OHS and infection control in their daily tasks</li> <li>• Ensure there is a safe and hazard-free workplace</li> <li>• Implement all necessary controls if and when required</li> </ul>	<ul style="list-style-type: none"> <li>• Reports hazards, near misses and injuries immediately</li> <li>• Uses personal protective equipment</li> <li>• Comply with risk management policies and procedures and instruction</li> <li>• Attend all safety meetings and training sessions</li> <li>• No Workcover claims through inappropriate practices</li> <li>• No accidents/incidents due to poor work practices</li> </ul>

**Agreement:** I have read, understood and agreed to comply with this job description and key result areas.

**Name:** \_\_\_\_\_

**Signature:** \_\_\_\_\_ **Date:** \_\_\_\_/\_\_\_\_/\_\_\_\_

Note: please, enter your initials in every page of this document.