

POSITION DESCRIPTION

Position Title:	Quality Management and Accreditation Officer
Grading:	Manager Level 3 High
Status:	Full time
Location:	Ashfield
Responsible to:	Director, Research Centre
Responsible for:	Nil

Our Organisation

Family Planning NSW is the leading provider of reproductive and sexual health services in NSW. As an independent not-for-profit organisation we offer expert clinical care, information and advice for every body in every family as well as education and training and evidence-based research to support doctors, nurses and other professionals.

Position Overview

The Quality Management and Accreditation Officer is responsible for having a senior role in development, monitoring and maintaining systems which support the delivery of quality services in accordance with relevant evidence and best practice and comply with legislative requirements and standards deployed by licensing and accrediting agencies. This position is also responsible for maintaining the FPNSW accreditation programs and the FPNSW Risk management activities.

Selection Criteria

Essential

- Relevant tertiary qualifications in quality management, risk management, or project management
- Experience in the development and implementation of policies, quality standards, accreditation programs, performance indicators and best practice guidelines
- Experience in monitoring and evaluation activities
- Ability to liaise, advise and negotiate effectively with key stakeholders
- Excellent oral and written communication skills
- Demonstrated strategic, analytical and problem solving skills
- Familiarity with the development and implementation of change management strategies within a quality improvement framework
- Highly organised, efficient and reliable; proven ability to handle multiple tasks at one time
- High level computer literacy, specifically MS Office applications
- Good organisational and interpersonal skills

Desirable

- Relevant experience in the health sector
- Current NSW driver's licence

Values

- All Family Planning NSW employees must hold pro-choice values and be willing to participate in the provision of abortion services in line with the full scope of their role.
- Must support the Family Planning NSW values:
 - Human rights focus - promoting the rights of all people to reproductive and sexual health
 - Integrity - maintaining a strong ethical base, being accountable and transparent
 - Inclusiveness - valuing and respecting diversity without judgement
 - Equity of access - ensuring access to our services for all including priority populations
 - Client centred - placing the needs of the whole person at the centre of our work

- Commitment to excellence - ensuring high standards in all our work

Other requirements

- A Criminal Record Check and/or Working With Children Check is/are required prior to commencement in this role

Key Responsibilities

Provide leadership in activities related to quality improvement, accreditation, risk management and compliance, in consultation with Family Planning NSW Executives and Senior Staff.

This role relates to quality improvement across the organisation including:

- Clinical services, especially reproductive and sexual health primary care services
- Education and training in reproductive and sexual health for relevant members of the workforce
- Research governance
- International development programs and services
- Corporate services including human resources, information technology and finance
- Engagement of consumers and assessment of stakeholder satisfaction across all sectors of the organisation.

Quality Management and Accreditation

- Establish a point of contact between Family Planning NSW and relevant accreditation agencies for the purposes of establishing and maintaining appropriate accreditation programs.
- In consultation with relevant members of the Executive manage Family Planning NSW accreditation activities
- Develop accreditation project plans as appropriate.
- Report progress and outcomes of accreditation activities and internal and external quality improvement reviews to CEO and Executives.
- Participate in the development, communication, maintenance, monitoring and evaluation of systems which support the delivery of quality services in accordance with relevant evidence and best practice and comply with legislative requirements and industry standards.
- Provide expert advice on the development and implementation of continuous improvement systems and management.
- Contribute to the development of relevant policies and procedures and maintain the suite of Family Planning NSW policies and procedures to ensure documents reflect current evidence, are accurate and accessible and align with organisational values and strategic goals.
- Participate as a member of relevant committees such as Integrated Health Services - Risk Management Committee, and Project Ethical Risk Team (PERT).
- Identify National and State policies and practices that have a significant impact on service quality and advise on the development of appropriate initiatives in response to these.
- Assist in identifying and monitoring key quality standards and performance indicators across the spectrum of Family Planning NSW activities and services.
- Liaise closely with the Executives and Unit Managers to ensure consistent communication of program goals, objectives, strategies and outcomes.

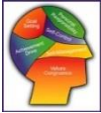



Risk Management

- In consultation with the CEO and members of the Executive, facilitate the implementation and maintenance of the Family Planning NSW Risk management policy and Risk Register
- Promote the adoption of risk management strategies. Business continuity and incident management and techniques and provide advice and support. Work with members of the Executive to identify risk management strategies and controls relevant to their portfolio

- Provide timely, expert advice regarding regulatory and compliance obligations including privacy and confidentiality requirements

Any other duties as directed by the Chief Executive Officer and Director Research Centre.

Family Planning NSW Capability Framework

Capability Group	Capability Name	Level Descriptor
Personal Attributes 	Display Resilience and Courage Be open and honest, prepared to express your views, and willing to accept and commit to change	Highly Advance
	Act with Integrity Be ethical and professional, and adhere to the Family Planning NSW values	Advance
	Manage Self Show drive and motivation, a measured approach and a commitment to learning	Advance
	Value Diversity Show respect for diverse backgrounds, experiences and perspectives	Advance
Relationships 	Communicate Effectively Communicate clearly, actively listen to others and respond with respect	Highly Advanced
	Commit to Customer Service Provide customer centric services in line with organisational objectives	Advanced
	Work Collaboratively Collaborate with others and value their contribution	Highly Advanced
	Influence and Negotiate Gain consensus and commitment from others and resolve issues and conflicts	Highly Advanced
Results 	Deliver Results Achieve results through efficient use of resources and a commitment to quality outcomes	Advanced
	Plan and Prioritise Plan to achieve priority outcomes and respond flexibly to changing circumstances	Advanced
	Think and Solve Problems Think, analyse and consider the broader context to develop practical solutions	Advanced
	Demonstrate Accountability Be responsible for own actions, adhere to legislation and policy and be proactive to address risk	Advanced
Business Enablers 	Finance Understand and apply financial processes to achieve value for money and minimise financial risk	Adept
	Technology Understand and use available technologies to maximise efficiencies and effectiveness	Advanced
	Procurement and Contract Management Understand and apply procurement processes to ensure effective purchasing and contract performance	Adept
	Project Management Understand and apply effective planning, coordination and control methods	Advanced

Work health and safety

- All employees are responsible to ensure they work in a manner which minimises the risk of injury to themselves, other workers, clients and visitors
- Managers are responsible for ensuring that safe work practices are in place and all employees abide by safety instructions
- Any potential risk should be reported to the employee's manager immediately for investigation and remedy
- Any breaches of safety procedures must be reported through the incident management procedures and any employee found breaching safety requirements will be subject to disciplinary action which may include termination of employment

Verification

This section verifies that the position holder and supervisor have read the above position description and are satisfied that it accurately describes the position.

Position holder:

Name:

Signature:

Date:

Supervisor:

Name:

Signature:

Date:
