



## Durri Aboriginal Corporation Medical Service

Servicing the Macleay and Nambucca Valleys

ABN 52 730 046 875 ICN 27

***With Compliments***

### **Position Application Package**

**Position Name:** Quality and Compliance Officer

**Contact Name:** Narelle Cochrane

**Telephone:** (02) 65602300



Durri Aboriginal Corporation Medical Service  
15-19 York Lane  
KEMPSEY NSW 2440  
T: (02) 6560 2300  
F: (02) 6562 7069



Darrimba Maarra Health Outpost  
PO Box 131  
13/42 Bowra St  
Nambucca Heads NSW 2448  
T: (02) 6598 6800  
F: (02) 6598 6833

**All written communications to be addressed to CEO:**  
**PO Box 136**  
**Kempsey NSW 2440**

## General Conditions of Employment

- Position:** Quality and Compliance Officer
- Award:** ATSIHWP & ACCHS 2020
- Classification:** Negotiated conditions aligned to ATSIHW & ACCHS 2020
- Salary:** \$120,000
- Salary packaging:** To calculate your benefit follow the link <https://eziway.net.au>
- Application:** Your application should consist of four parts:
1. Selection criteria - (Your application must address all the selection criteria or your application will be marked unsuccessful)
  2. Completed application form
  3. Resume
  4. Supporting documents
- Completed application to:** [hr@durri.org.au](mailto:hr@durri.org.au)  
or
- Post marked confidential to:
- Application Human Resources  
Durri Aboriginal Corporation Medical Service  
PO Box 136  
Kempsey NSW 2440
- Closing Date:** Tuesday 9th August 2022 by 5.00 pm

## Application Form

Full Name: .....

Address: .....

Email Address: .....

Contact Numbers: .....

Date of Birth: .....

Drivers Licence:  Yes  No Class: ..... Expiry date: .....

Do you identify as Aboriginal or Torres Strait Islander?  Yes  No

Do you identify as having a disability?  Yes  No

Are you an Australian citizen or permanent resident?  Yes  No

Do you have Working with Children check number?  Yes  No WWCC No: .....

Do you have a current Police check?  Yes  No Date: .....

Do you have evidence of Vaccinations?  Yes  No

Have you provided evidence of your Qualifications?  Yes  No

Where did you see this position advertised? .....

Referees	Referee 1	Referee 2
Name:		
Title:		
Organisation:		
Contact Details:		
Email Address:		



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### Position Description

Position Title:	Quality and Compliance Officer
Reports To:	Chief Executive Officer
Business Unit:	Management
Direct Reports:	Deputy CEO
Location:	Durri ACMS Footprint
Primary Objective:	<p>This position is responsible for the operational management of all compliance and quality activities and ensuring that systems, and policies and practices support the functionality of the organisation in achieving business objectives. The key objectives of the role include to:</p> <ul style="list-style-type: none"><li>• Provide strong and effective leadership to managers and staff within Durri to achieve Accreditation, CQI and compliance with the respective Accreditation Standards</li><li>• Develop and maintain standard quality and clinical systems and processes to support accreditation, CQI, contemporary practice and legislative compliance</li><li>• Act as a senior Accreditation and CQI resource, where senior staff can consult and reach solutions to reduce and manage risk</li><li>• Monitor for compliance across all accreditation standards and outcomes by regularly auditing and monitoring the quality and clinical care plans and indicators</li><li>• Work in partnership with the Clinical Governance Group/Teams to develop and implement practical risk management strategies and plans for improved quality and clinical practice</li><li>• Oversee and assist with the orientation and education of new senior staff members</li><li>• Foster a culture of continuous improvement, leadership and professional development and promote the provision of excellence in provision of culturally appropriate health care services to Aboriginal People within Durri Service delivery regions, including Darrimba Maarra, Nambucca Heads.</li></ul>

Key Accountabilities	
1. Clinical Governance and Accreditation	<ul style="list-style-type: none"> <li>• Develop a workplan to benchmark progress on achieving Accreditation.</li> <li>• Navigate through the organisation and develop a solid network of staff which will work towards Accreditation.</li> <li>• Always ensure that the chain of command is followed.</li> <li>• Ensure good sound communication with key Staff such as the CEO, COO, EO and other relevant staff.</li> <li>• Via the CEO, ensure that there is good sound communication with the Durri Board.</li> <li>• Address Accreditation standards across the organisation (including Governance) including AGPAL and other identified accreditation standards.</li> <li>• Ensure Clinical Effectiveness and Research across the organisation.</li> <li>• Audit</li> <li>• Risk Management</li> <li>• Education and Training (as approved).</li> <li>• Share and workshop Information (as approved)</li> <li>• Attend and participate in Clinical Governance Committee meetings</li> <li>• Attend all relevant meetings to ensure Accreditation and Continuous Quality Improvement (CQI) is promoted and addressed across the organisation.</li> <li>• Review current Policy and Procedures and make recommendations to ensure clinical governance compliance for the 2020 accreditation timeframe</li> </ul>
2. Management Support and Coordination of Accreditation	<ul style="list-style-type: none"> <li>• Discuss your position with the organisation with the CEO and get directive on supervision and lines of accountability.</li> <li>• Assist and drive Accreditation in consultation with key staff.</li> <li>• Assist in the management of Accreditation processes with key staff.</li> <li>• Provide an effective management support function for each business unit in achieving Accreditation.</li> <li>• Attend all relevant meetings and lead in the development of communication on accreditation and CQI across the organisation.</li> <li>• Ensure the chain of command is followed and appropriate approvals are sought from managers and supervisors when contacting staff.</li> <li>• Ensure that all employees are complying with relevant legislation and that any issues are identified and resolved appropriately</li> </ul>

	<ul style="list-style-type: none"> <li>• Monitor and maintain best practice activities to ensure ongoing eligibility for accreditation, in particular AGPAL.</li> <li>• Monitor clinical service delivery standards and guidelines to achieve high quality health care services and accreditation</li> </ul>
3. Customer Service	<ul style="list-style-type: none"> <li>• Manage the overall compliance at the organisation including but not limited to providing support to Senior and Line managers to implement Durri wide quality processes</li> <li>• Assist senior Managers and Human Resources in developing PD's and KPI's to ensure consistency across the Organisation</li> <li>• Identify opportunities for improvement in Human Resources activities and develop initiatives to address these areas for improvement.</li> </ul>
4. Human Resources	<ul style="list-style-type: none"> <li>• Ensure all staff have a current performance review.</li> <li>• Ensure that all staff have current employment contracts</li> <li>• Ensure that all contracted staff have current contracts</li> </ul>
5. Reports and Statistics	<ul style="list-style-type: none"> <li>• Provide statistical and other reports to meet organisational and statutory requirements including analysis, reporting of results, and supporting recommendations.</li> </ul>
6. Policy and Procedure Development	<ul style="list-style-type: none"> <li>• Support the development of Quality policies and procedures to ensure that the functions are demonstrating consistent practices nationally and are in line with strategic objectives.</li> <li>• Compliance with and understanding of EEO legislation</li> </ul>
7. Staff Information	<ul style="list-style-type: none"> <li>• Be the key contact for staff regarding Accreditation and CQI.</li> <li>• Via the CEO, be the key contact for Board regarding Accreditation and CQI.</li> </ul>
8. Compliance	<ul style="list-style-type: none"> <li>• Remain up to date and comply with all relevant legislation and regulatory standards</li> </ul>

### **Selection Criteria**

#### **Essential:**

1. Tertiary qualifications in Compliance and Quality management or relevant practical experience in a similar role.
2. Demonstrated knowledge of and experience with interpreting and providing advice on the relevant legislative requirements and principles of Compliance and Quality management systems.
3. Demonstrated senior management and leadership experience in health as it pertains to the Aboriginal Community Controlled Health Sector (ACCHS)
4. Experience in evaluating workplace practices against accreditation standards, quality systems, and organisational policies and procedures

5. Sound working knowledge of the ACCHS's regulatory environment including and associated legislation and principles
6. Demonstrated excellent written and oral presentation skills and highly developed interpersonal, communication and analytical skills
7. Computer literacy (including MS Office, Power Point, Excel and industry-specific software applications)
8. Strong interpersonal, conflict resolution and negotiation skills and a proven ability to communicate effectively with a diverse range of people including internal and external stakeholders.
9. Demonstrated ability to deliver training programs to the Organisation
10. A current Driver's License and willingness to travel across sites.
11. Ability to hold relevant security clearances including the National Police Check and Working with Children

**Desirable**

*Aboriginal people are encouraged to apply and, where found suitable, will be given higher priority. Please ensure that you declare your Aboriginality in your statement, covering letter or CV. In addition to addressing the selection criteria, Aboriginal applicants must demonstrate Aboriginality by supplying either a letter of Aboriginality signed under the common seal from a recognised incorporated Aboriginal or Torres Strait Islander Community organisation such as Land Council or Elders group, Aboriginal Medical Service, or a letter on letterhead from a Local Aboriginal Land Council demonstrating membership of the Council.*