

## **POSITION DESCRIPTION**

### **Quality and Compliance Officer**

**RESPONSIBLE TO:** Chief Executive Officer (CEO)

**REPORTING TO:** General Manager

#### **SUMMARY OF THE BROAD PURPOSE OF THE POSITION AND ITS RESPONSIBILITIES / DUTIES**

The Quality and Compliance Officer is responsible for ongoing development, implementation, and continuous improvement of the organisation's quality and risk management systems (QMS). This role ensures the organisation remains "audit-ready" by identifying gaps in current policies and procedures and aligning operational practices with national health standards and legislative requirements, whilst reflecting broad input from across the organisation.

The overall objectives of this position are:

1. Work with the Corporate and Quality Officer (CQO) to ensure the organisation's quality and risk management frameworks are maintained.
2. Provide support to the CQO in the area of executive management support responsibilities, including backfilling as required.

#### **REPORTING / WORKING RELATIONSHIPS**

- Accountable to the Chief Executive Officer for achieving the expected outcomes of the position and practising within the philosophy of Summit Health and its aims, policies and protocols.
- Reports to the General Manager
- No staff report to this position.
- This position sits within the Corporate Services Team, which is part of the Corporate Services unit.
- Provide support to the CQO in the area of executive management support responsibilities, including backfilling as required.
- Participates in the organisation's Staff Development Plan which is conducted on a regular basis.

#### **CULTURE AND EXPECTATIONS**

All employees are expected to contribute positively to the organisation by displaying the values and expectations contained within our Cultural Framework (Appendix A at the end of this document).

#### **VALUES**

##### **DO NO HARM – CONTINUOUSLY IMPROVE - COLLABORATE**

Summit Health is a learning organisation that continually evolves and adapts to opportunities. We operate in a high-trust environment. To support this, all employees must promote and adhere to our values and expectations.

#### **SPECIAL CONDITIONS**

- Some out-of-hours work may be required from time to time and will be remunerated in accordance with the Enterprise Agreement.
- Current Drivers Licence is essential.

- Use of own motor vehicle may be required, for which a cents-per-kilometre allowance will be paid.
- Employment is subject to a satisfactory Department of Human Services Working With Children Check.

## **STATEMENT OF KEY RESPONSIBILITIES**

### **Quality Management System**

- Ongoing development and maintenance of a centralised Quality Management System (QMS) that meets ISO 9001 requirements.
- Monitor and maintain existing governance frameworks and compliance requirements.
- Maintain document control protocols to ensure all policies, procedures, and forms are current, version-controlled, and accessible.

### **Accreditation & Standards Compliance**

- Act as the subject matter expert for RACGP Standards (5th Edition), National Standards for Mental Health Services, and ISO 9001.
- Lead the organisation through accreditation cycles, coordinating evidence collection and serving as the primary point of contact for external auditors.
- Ensure all clinical and non-clinical staff understand their specific compliance obligations.

### **Gap Analysis & Policy Review**

- Lead the internal audit team and provide assistance to other auditors.
- Conduct regular internal audits and gap analyses across all units to identify areas of non-compliance or operational opportunities for improvement.
- Review existing policies and procedures in consultation with Unit Managers and Team Leaders to ensure they are not only compliant but also reflect best practices and current organisational workflows.
- Collaborate with Unit Managers and Team Leaders to develop and implement new policies and procedures.

### **Continuous Quality Improvement**

- In collaboration with the CQO, manage the organisation's Continuous Improvement Register (QIRs), ensuring that feedback from incidents, complaints, and audits leads to tangible system improvements.
- Participate in Safety Quality Risk Management meetings by contributing agenda items and minute taking.
- Provide communication and training to workers on Quality and compliance-related topics.
- Monitor legislative changes and industry updates to ensure the organisation stays ahead of new regulatory requirements.

### **Executive Management Support**

- Backfill executive management support responsibilities as required during CQO absences to assist with continuity.
- Provide note-taking for internal meetings as required (not formal minute-taking).
- Assist with other tasks as directed by the CEO and GM.

## **General**

- Demonstrates commitment to the principles of operation contained in the Summit Health Quality Manual.
- Advocate our vision to all stakeholders.
- Operate within the delegated boundaries of the position.
- Attend and actively contribute (where applicable) at team / unit meetings.
- Identify opportunities and participate in own professional development.

## **Work, Health Safety (WHS)**

- The employee has a responsibility, under the WHS Act (SA 2012), to ensure their own health and safety at work along with their fellow employees.
- The employee has a responsibility to abide by the organisation's WHS policies and relevant direction as set out in the Quality Manual.

## **PERSON SPECIFICATION**

### **Experience and knowledge**

- Demonstrated experience managing accreditation processes within the healthcare sector.
- Tertiary qualifications in Health Administration, Quality Management, or a related field. Lead Auditor certification is highly regarded.

### **Skills and Abilities**

- Strong organisational skills with the ability to manage multiple tasks and deadlines.
- Ability to work both autonomously and in a team environment.
- Exceptional verbal, written and consultative communication skills.
- Outstanding attention to detail and a commitment to accuracy.
- Effective time management and organisational skills with the ability and initiative to follow tasks through to completion.
- Strong problem-solving abilities.
- Proficiency in Microsoft Office Suite (Word, Excel, PowerPoint).
- Proficiency in taking notes (not formal minutes).

### **Personal Attributes**

- High level of integrity and professionalism regarding sensitive and confidential information.
- Resilience under pressure and the ability to adapt to changing circumstances.
- Strong interpersonal skills, with the ability to build trust and foster collaboration.
- Demonstrable commitment to ongoing professional development.
- Have the flexibility to work extended hours at times in order to achieve agreed goals.



**Summit Health Cultural Framework**

**Values:** Do no harm  
Collaborate  
Continuously improve

	EXPECTATIONS							
	Be Customer Centric	Be Accountable	Be an Engaging Communicator	Problem Solve	Be Collaborative	Be Adaptable and Resilient	Inspire Leadership	Strategic Innovation
<b>INDICATORS</b>	<ul style="list-style-type: none"> <li>• Wanting to deliver value</li> <li>• Striving to ensure customer satisfaction</li> <li>• Deliver on your 'promise'</li> <li>• Anticipate customer needs</li> <li>• Build relationships at every opportunity</li> <li>• CONTINUOUSLY IMPROVE</li> </ul>	<ul style="list-style-type: none"> <li>• Offer and embrace innovative solutions</li> <li>• Take ownership - its ok to make mistakes if we learn from them</li> <li>• Celebrate the achievements!</li> <li>• Be open and transparent</li> <li>• Communicate all progress to your manager and peers</li> <li>• Encourage a solutions-oriented culture</li> <li>• DO NO HARM</li> </ul>	<ul style="list-style-type: none"> <li>• Ask questions and listen to understand</li> <li>• Use positive language</li> <li>• Acknowledge other viewpoints</li> <li>• Understand the views of others before acting</li> <li>• Be clear and concise with your intent, ideas and feelings</li> <li>• Shape the opinions of others by applying these traits</li> </ul>	<ul style="list-style-type: none"> <li>• Analyse the problem not just from your perspective</li> <li>• Consider the options</li> <li>• If you've thought it through, back yourself to make the decision</li> <li>• Make the decision consistent with our values and Strategic Plan</li> <li>• Be creative - think outside the square</li> <li>• Proactively address potential problems</li> <li>• Anticipate</li> <li>• Become the expert in your domain</li> </ul>	<ul style="list-style-type: none"> <li>• Be a team player</li> <li>• Embrace diversity</li> <li>• Acknowledge other viewpoints</li> <li>• Be consultative</li> <li>• Seek consensus where possible</li> <li>• Encourage 'we' language</li> <li>• Be a custodian of team culture</li> <li>• Identify gaps in team culture</li> <li>• Appreciate our great culture, colleagues and opportunities to work and grow</li> </ul>	<ul style="list-style-type: none"> <li>• Accept change and embrace challenges</li> <li>• Be calm under pressure</li> <li>• Take annual leave - recharge batteries</li> <li>• See feedback as an opportunity to grow yourself</li> <li>• Take up prof. development opportunities</li> <li>• Be persistent</li> <li>• Recover quickly from setbacks</li> <li>• Demonstrate emotional agility</li> <li>• Enjoy your work</li> </ul>	<ul style="list-style-type: none"> <li>• Foster and support teamwork - eliminate silos</li> <li>• Lead by example</li> <li>• Develop engaged people and teams</li> <li>• Navigate issues calmly</li> <li>• Cultivate trust</li> <li>• Create an environment for people to thrive in</li> <li>• Inspire discretionary effort</li> <li>• Read the emotional context of a situation</li> <li>• Acknowledge effort not just outcomes</li> </ul>	<ul style="list-style-type: none"> <li>• Innovate in line with the big picture</li> <li>• Be agile in adapting to changes</li> <li>• Always consider other options</li> <li>• Factor in our future goals</li> </ul>