



Position Description

COMPLIANCE OFFICER

Position Title	Compliance Officer
Location	Birtinya; with travel required across NCACCH service region/s
Employment Status	Full time; 36 hours p/w until 30 June 2023
Position Report To	Business Services Lead
Position Responsible for	Nil
Remuneration	Dependent on qualifications & experience Salary sacrifice entitlement available Employer contribution to superannuation (12.75%)
Application Opening Date	NA
Application Closing Date	NA

NCACCH Background Statement

North Coast Aboriginal Corporation for Community Health (NCACCH) is a not for profit, community-controlled health corporation and is funded by the Australian Government's Department of Health (DoH), Central Queensland, Wide Bay & Sunshine Coast PHN and the Queensland Government Department of Health.

NCACCH is an innovative leader in Aboriginal and Torres Strait Islander healthcare, providing a range of services and programs through its hybrid Brokerage and Aboriginal Medical Service (AMS) model for health service delivery. NCACCH maintains contracts with over 800 primary and allied health professionals across the region.

With the purpose of providing a holistic and comprehensive primary health care service, NCACCH seeks to improve health and social outcomes to our community through:

- Provision of access to a full regional network of health care professionals.
- Encouraging choice for individual Indigenous community members. And through exercising this choice, building cultural sensitivity and inclusiveness across the community while simultaneously promoting market competition between health care service providers as they seek to attract Indigenous clients; and
- Utilising its Aboriginal Medical Service and partnerships with primary healthcare and other specialised services, as a proactive strategy in delivering community wide "Closing the Gap" health status improvement initiatives

Our Vision: To improve the health and wellbeing of our community through the provision of culturally safe, responsive and inclusive services.

Purpose of the Position

To lead the development, implementation and maintenance of NCACCH's quality and risk management systems (QMS) to ensure compliance with legal, quality and ethical compliance requirements. In line with industry best practice, this position is responsible for managing and/or mitigating risk across all areas of NCACCH Brokerage and Clinical operations.

Responsibilities include, but not limited to monitor and maintain overall quality assurance and compliance; of ISO 9001:2015 and AGPAL; lead QMS practices across the organisation; develop, review and update organisational policies and procedures; provide specialist support to Executive Management and Program/Clinic Managers in accreditation and audit processes.

The NCACCH Compliance Officer is expected to operate with the highest level of integrity, accountability and professionalism in accordance with NCACCH's values and Code of Conduct. In addition, this position will focus on ensuring the efficiency and effectiveness of the organisation's service delivery. They will support continuous improvement through encouraging innovation and best practice, within NCACCH's current quality management systems.

Selection Criteria

Essential:

- Minimum of two years' experience in Quality, Auditing, Accreditation or similar
- Demonstrated experience leading organisational compliance activities including service accreditation requirements in ISO, AGPAL or similar
- Proven ability to prioritise effectively, work under pressure and meet deadlines to achieve individual and team outcomes
- Strong knowledge of and ability to continually role model practices supporting a "quality improvement culture" and the ability to use this knowledge in developing practical solutions
- High level interpersonal and communication skills and ability to form positive working relationships with a range of internal and external stakeholders
- Ability to facilitate and organise in-house training and awareness sessions to foster a quality culture that will aid in managing quality, compliance and risk strategies across the organisation
- Proven ability to work autonomously, display initiative and self-motivate
- Strong administrative skills with extensive experience working with a range of systems & applications to ensure efficient and contemporary work practices

Desirable:

- Previous experience working within an Aboriginal Community Controlled Health Organisation (ACCHO) or similar
- Experience working with LogiQC QMS or similar
- Strong connections to Aboriginal and Torres Strait Islander communities and stakeholders across the Sunshine Coast and Gympie regions
- Knowledge of the Australian health system and emerging directions in Aboriginal Health within health locally, state-wide and nationally
- Understanding of the social determinants of health and how these impact on health behaviours

Aboriginal and Torres Strait Islander applicants are strongly encouraged to apply

Mandatory Qualifications / Professional Registrations and Licences

- Qualification in Quality, Auditing, Accreditation or similar
- Current C Class Drivers Licence (QLD)
- Current Suitability 'Blue Card' for working with children and young people
- First Aid Certificate
- Satisfactory Police Check – no Serious/Criminal/Court Record
- Work out of normal hours of duty, including some weekends, will be required
- Travel across the region will be required

Mandatory Vaccinations

- Full vaccination against COVID-19 as per NCACCH policy. Evidence that is required for this includes, myGov record or immunisation history statement.

Duty Statement

Position Title	Compliance Officer
Reviewed	04 February 2022
Supervision	Directly to the Business Services Lead

Summary of Duties

In accordance with the relevant policies of NCACCH, the procedures developed under these policies, program guidelines and subject to directions of the Business Services Lead (BSL), Operations Manager (OM) and Chief Executive Officer, the Compliance Officer will assist to maintain a range of NCACCH services for improving the health and wellbeing of Aboriginal and Torres Strait Islander people.

In co-operation with and subject to direction of the BSL, the Compliance Officer shall carry out the following duties:

Implementation and co-ordination of Quality Management System (QMS):

- Responsible for monitoring the effectiveness of the QMS elements including review and update organisational policies and procedures, identify gaps and/or areas of improvement and work with Executive and Management team to implement identified quality improvement recommendations
- Ensure effective utilisation of the LogiQC system for quality and continuous improvement tracking, activities and reporting requirements
- Support Program/Clinic Managers with staff induction and training in the use of and access to the LogiQC system
- Review and report on the effectiveness of the LogiQC system
- Develop procedures for ongoing maintenance of the LogiQC system

Relationship Management and Communication:

- Promote risk management and compliance culture within NCACCH by communicating with influence and positive relationship management
- Establish and maintain feedback/communication mechanisms to promote effective risk management and compliance practices
- In collaboration with the WH&S Committee, lead maintenance of Workplace Health and Safety manual and management plan
- Actively seek opportunities to promote risk and compliance and continuous quality improvement
- Develop, review and maintain policies and procedures relating to risk management and compliance
- Consult with Executive and Management Team to manage and monitor all processes related to maintenance of NCACCH accreditation under ISO 9001:2015, AGPAL and other required standards
- Consult with Executive and Management Team regarding the implementation of systems, processes and documentation that is compliant with required regulations and standards
- Identify potential areas of compliance vulnerability and/or risk; develop and implement corrective action plans for resolution of problematic issues, and provide general guidance on how to avoid or deal with similar situations in the future
- Support Executive and Management Team to maintain effective external relationships and collation of associated reporting requirements. These may include, but not limited to data standards, nKPI, OSR and other related activities; LogiQC, MMEX and other data extraction activities, local, state and national bodies as required

Accreditation, Internal Audits and Quality Documents

- Provide specialist guidance and support in relation to audits and accreditation activities
- Support Executive and Management team in ensuring NCACCH policies and procedures are complied with
- In collaboration with Program/Clinic Managers, coordinate and oversee internal Brokerage and Clinical audits
- In consultation with NCACCH Management Team, support accurate record-keeping systems as part of ongoing evaluation and efficient management in support of all NCACCH programs
- Provide verbal and written program reports and activities data as appropriate across all areas of responsibility
- Provide advice in matters relating to implementation of policy and procedures, particularly where gaps have been identified

Excellence:

- Seek to understand your role in the larger organisation context
- Comply with and contribute to continuous improvement of all NCACCH policies, procedures and processes
- Proactively investigate new perspectives, attitudes and behaviours and take steps to evaluate and improve your own and organisational performance
- Deliver a high level of customer service, including the timely provision of agreed services to patients and other key stakeholders where applicable
- Maintain own competencies and participate in professional development programs
- Participate in scheduled performance development check- Ins and review processes
- Contribute to effective team performance which ensures NCACCH continues to deliver the best service to community in line with program specific accreditations and ISO 9001 standards

Safety:

- Report any work-related personal injuries/illness or incidents, safety hazards, malfunction of any machinery, plant or equipment
- Wear/use and maintain/care for personal protective clothing and/or equipment provided and report any defects
- Use lifting equipment and assistive devices as required
- Participate in rehabilitation process if injured or ill due to work
- Demonstrate leadership in NCACCH Work Health Safety goals and objectives remaining compliant with WHS Legislation and NCACCH policies and procedures
- Carry out your duties safely in accordance with your ability and competence

Legal Obligation:

- All relevant health professionals who, in the course of their duties, formulate a reasonable suspicion that a child or young person has been abused or neglected in their home/community environment, have a legislative and a duty of care obligation to immediately report such concerns to the Department of Child Safety

Other duties consistent with the position where required and/or requested by your Manager. NCACCH can direct you to carry out duties which it considers are within your level of skill, competence, and training at any time.

Please note that the duties outlined in this Position Description are not exhaustive and are only an indication of the work of the role.

NCACCH reserves the right to vary the Position Description.