



Position Description

MANAGER - QUALITY AND COMPLIANCE

Position Title	Manager - Quality and Compliance
Location	Maroochydore; with travel required across NCACCH service region/s
Employment Status	Full time; 36 hours per week
Position Report To	Chief Executive Officer
Position Responsible for	Quality & Compliance Officer
Remuneration	Dependent on qualifications & experience Salary sacrifice entitlement available Employer contribution to superannuation (12.75%)

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), Country 2 Coast Qld 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

The NCACCH Manager – Quality & Compliance is part of the of the Executive team and reports to the Chief Executive Officer.

The NCACCH Manager – Quality & Compliance is responsible for leading the operational development, implementation, and maintenance of NCACCH's quality and risk management systems to ensure compliance with legal, quality, clinical, and ethical requirements. This role supports continual improvement in alignment with industry best practices and organisational goals.

This position directly supervises the Quality & Compliance Officer, guiding their professional development and ensuring the seamless operation of quality management practices across NCACCH's programs and services. Additionally, the Manager – Quality and Compliance plays a pivotal role in fostering a culture of accountability, innovation, and proactive problem-solving throughout the organisation.

The NCACCH Manager – Quality and Compliance provides key support to the Executive Management team on strategic and operational quality, compliance and accreditation priorities and 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, meet deadlines to achieve organisational, team and individual 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

Aboriginal and Torres Strait Islander applicants are strongly encouraged to apply

Desirable:

- Tertiary Qualifications in Health or other relevant discipline
- Minimum three years' experience in healthcare setting, ideally primary health care

- Knowledge of clinical risk management processes and principles and medico legal issues and processes
- 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

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

General Role Requirements

- Work out of normal hours of duty, including some weekends, will be required
- Travel across the region will be required

Position Responsibilities

Leadership and Supervision:

- Directly supervise and mentor the Quality & Compliance Officer, providing guidance and support to ensure their success.
- Oversee professional development opportunities for staff within the Quality & Compliance team, fostering a culture of learning and growth.
- Act as a role model in promoting NCACCH's values and commitment to excellence.
- Adopt a strong quality improvement culture by championing best practices and engaging staff at all levels.
- Lead initiatives to enhance the efficiency and effectiveness of NCACCH's service delivery models.

Management of Quality Management System (QMS):

- Lead the design, implementation, and evaluation of NCACCH's QMS, ensuring it aligns with organisational objectives and industry standards.
- Ensure effective utilisation of LogiQC for tracking quality improvement activities, managing risk, and meeting reporting requirements.
- Develop, review, and continuously improve policies and procedures to address compliance and risk management challenges.

Accreditation, Internal Audits and Quality Documents

- Lead NCACCH's accreditation processes under ISO 9001:2015, AGPAL, and other relevant standards, ensuring all requirements are met with precision and professionalism. Collaborate with key stakeholders to identify accreditation opportunities and prepare detailed strategies for achieving them.
- Actively seek additional layers of accreditation under different standards to enhance NCACCH's reputation and operational excellence, aligning with both industry benchmarks and community expectations.
- Provide comprehensive guidance and support during internal and external audits, including preparing documentation, coordinating stakeholder input, and ensuring follow-through on corrective actions to address findings, fostering transparency and accountability.
- Develop corrective action plans for compliance vulnerabilities, working collaboratively with stakeholders to implement solutions, monitor outcomes, and ensure sustained improvement over time.
- Conduct regular reviews of accreditation processes to identify areas for innovation and efficiency, promoting a culture of excellence within NCACCH's quality and compliance framework.

Contract Management:

- Oversee funding and brokerage contracts in LogiQC, ensuring compliance with contractual obligations and timely reporting.
- Ensure accurate record-keeping and monitoring of funding agreements to support organisational sustainability.
- Oversee compliance register

Risk Management:

- Assist the Executive Management team in developing and maintaining NCACCH's risk management framework, ensuring proactive identification and mitigation of risks.
- Conduct regular risk assessments and present findings to the Executive Team.
- Lead initiatives to embed a risk-aware culture across all levels of the organisation.
- Monitor the effectiveness of risk mitigation strategies and make recommendations for improvement.

Relationship Management:

- Act as a central point for compliance, risk mitigation, and accreditation activities, ensuring all NCACCH operations meet or exceed industry standards
- Support the Chief Executive Officer in developing, monitoring, and maintaining Board and organisational governance documents.
- Facilitate Board governance activities as required, ensuring alignment with organisational objectives and compliance standards.
- Build and maintain strong relationships with internal and external stakeholders, acting as a trusted advisor on matters of quality and compliance.
- Represent NCACCH at relevant forums, conferences, and accreditation reviews, showcasing the organisation's achievements and initiatives.
- Facilitate open lines of communication to ensure all staff are informed and engaged in quality improvement efforts.

Continuous Improvement:

- Identify and implement innovative initiatives to improve organisational systems and processes, focusing on creating sustainable enhancements that contribute to NCACCH's service delivery and operational efficiency. This involves working collaboratively across departments to identify opportunities for innovation, streamline workflows, and adopt best practices that align with organisational objectives.
- Monitor and report on key quality and compliance metrics, providing actionable insights that drive strategic decision-making. Develop board reports that offer a detailed analysis of trends and performance indicators, ensuring transparency and accountability across all areas of compliance.
- Promote a culture of continuous improvement by actively engaging staff to contribute their ideas and solutions. Facilitate workshops, feedback sessions, and training opportunities designed to empower employees and foster an environment where innovation and quality are central to NCACCH's operations.

Information Management

- Undertake reporting activities together with other relevant documentation within the scope of your role
- Maintain the information flow that supports reliable data and documentation in your area of responsibility
- Participate in business planning processes, policy and procedure formulation and improvement within your area of responsibility

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.