

Position Description – Care and Compliance Complaints Coordinator

Position Detail

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| Title | Care and Compliance Complaints Coordinator |
| Employment | Full time, permanent |
| Reporting to | Group Care and Compliance Manager |
| Staff directly supervising | Nil |
| Key Relationships | Regional care and Compliance Coordinators, Facility Managers, Clinical Managers, Operations Managers and Group Care and Compliance Manager |
| Expenditure Limit | \$1,000 |
| Location | Based at Head Office (Mt Gravatt) and attendance at all TriCare aged care residences as required |

Job Purpose

The Care and Compliance Complaints Coordinator is responsible for assisting in investigating and responding to complaints on resident care, services and accommodation. The position provides support in the development of professional and clinically appropriate responses to effectively manage external complaints and additionally is a key identifier of improvement opportunities. This position assists the Group care and Compliance Manager to maintain compliance with the aged care quality standards, effectively manage external complaints and maintain favourable working relationships and corporate reputation with internal and external stakeholders.

Detailed Description of the Position

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| External Complaints Management | <p>External Complaints Management and Response Coordination</p> <ul style="list-style-type: none"> • Administration of complaints by logging and updating progress in TriCare’s complaints management database. • Works with Facility Managers and Clinical Managers to ensure all external complaints from regulatory and advocacy groups have been thoroughly investigated, and appropriately and proactively responded to within allocated timelines. • Coordinates the response by ensuring Facility Managers understands what the complaint is and works collaboratively to identify appropriate evidence sources and strategies to obtain evidence. |
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| | <ul style="list-style-type: none"> • Advises facilities on corrective actions as required and prepares the final response for the external bodies including the gathering of evidence to support the response. • Where required will conduct comprehensive complaint investigation into matters deemed high risk to the organisation. • Produces final complaint responses to a high standard of professional content and format and ensures timeframes are met. This may be either the review and edit of facility responses or a complete rewrite of the response to an acceptable and professional standard. • Is responsible for monitoring that all improvement actions advised in responses are being progressed by the aged care residence. • Escalates complaints as appropriate to Group Care and Compliance Manager. |
| Compliance Monitoring | <ul style="list-style-type: none"> • Works in collaboration with Facility Management and Residential Care & Compliance Coordinators to maintain progress on complaints and assist to resolve disputes and complaints. • Where required may be asked to assist Residential Care & Compliance Coordinators with incident investigation and report writing. • Where required may be asked to assist Residential Care & Compliance Coordinators with coroner's requests and follow-up. |
| Accreditation Support | <ul style="list-style-type: none"> • Ongoing assistance via complaint management and coordination support and advice. • Pre-accreditation auditing on complaints systems as requested. |
| Clinical Governance | <ul style="list-style-type: none"> • Ensures continuous improvement opportunities are identified and promoted. • Takes part in review and update of policies and procedures related to complaints and feedback management. • Actively participates in Care Governance Committee meetings. • Maintains effective working relationships with external bodies, Facility Managers, Clinical Managers and other roles |

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| | <p>within the aged care divisional team and wider TriCare Head Office.</p> <ul style="list-style-type: none"> • Works closely with all aged care personnel to keep them informed of external complaint trends. |
| <p>Training Responsibilities</p> | <ul style="list-style-type: none"> • Works with Regional Care and Compliance Coordinators to provide training to new Facility Managers of complaint processes. • Provides training and support to Facility Managers as required. • Provides training on effective complaints response writing to Facility Managers when requested. • Where skill deficit is identified in relation to external complaints management, provides structured feedback on where improvement is required. |
| <p>Reporting</p> | <ul style="list-style-type: none"> • Produces final complaint responses inclusive of all evidence sources for all external bodies to a high standard of professional content and format. • Provides monthly report to Group Care and Compliance Manager on external status of Complaints, compliance progress, trends, possible reasons for trends/complaints and noted areas for improvement, including recommendations for training, policy updates. • Provides a quarterly report to the Group Care and Compliance Manager on internal complaint status, compliant progress, trends, possible reasons for trends/complaints and noted areas for improvement, including recommendations for training, policy updates and compares internal complaint trends to that of external complaints. • Upon direction by Group Care and Compliance Manager may be called upon to produce other reports related to quality, compliance, incidents, or complaints. |

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| Auditing | <ul style="list-style-type: none"> • Upon direction by the Group Care and Compliance Manager support other members of the care and compliance team to undertake annual aged care residence reviews. • Upon direction by Group Care and Compliance Manager undertake focused audits on homes deemed to be at compliance risk, especially with regards to complaints management or persistent complaint themes. • Upon direction by Group Care and Compliance Manager undertake pre-accreditation audits which may be specific to complaints management processes at an aged care residence. |
| Recruitment Responsibilities | <ul style="list-style-type: none"> • May be required from time to time to participate in interviews for Clinical Manager roles, Directors of Nursing, and Clinical Nurse Consultant positions. |

Skills, Capabilities and Knowledge

- Sound knowledge of Aged Care practices and health care issues.
- Experience in aged care.
- Experience in quality management and monitoring related activities.
- Qualified Health Care Professional – current AHPRA registration
- Demonstrated ability to perform accurate and comprehensive service audits.
- Ability to critically analyse and evaluate systems and processes.
- Highly developed organisational skills – ability to organise self and others (when required).
- First-hand knowledge of quality principles operating in a service industry.
- Understanding of the Aged Care Act and Principles and the Aged Care Quality Standards.
- Sound computer proficiency in Word and Excel.
- Ability to utilise electronic care management systems and other quality related databases.
- Highly developed oral and written communication skills to support clear and accurate communication with internal and external customers. Including the ability to write comprehensive and professional responses and reports for both internal and external stakeholders.
- Demonstrated analytical and problem-solving skills, including the ability to assess and manage risk, work within organisational and legislative requirements and timeframes, make objective recommendations and use specialist judgement and advice when required.
- Ability to critically analyse, evaluate and provide considered, planned advice.
- Ability to travel to facilities, functions, and meetings interstate and intrastate.
- Open Drivers Licence.
- Covid vaccinated.
- Successful completion of a national police check.

Qualifications and Experience

- At least 5 years senior management experience which involved managing and responding to complaints from both internal and external stakeholders.
- At least 5 years of extensive experience in investigating incidents (staff, resident/patient) and complaints.
- Qualified Nursing or Health Care professional – current and unrestricted AHPRA registration.
- Highly desirable – experience in auditing and quality management especially in residential aged care or similar sector environment.
- Post graduate qualifications in related fields such as business, nursing, quality - desirable

Personal/Other Attributes

- Ability to build rapport quickly with key stakeholders.
- Ability to work effectively and collaboratively as part of a team to achieve business outcomes and a positive workplace culture.
- Highly developed written and verbal communication skills.
- Sound professional judgement
- Sound analytical and problem-solving skills.
- Effective and efficient time management skills and flexible approach to working hours.
- Ability to prioritise competing responsibilities.
- High degree of drive, initiative, and motivation.
- Highly developed report/response writing skills.
- Passionate advocate for resident's rights.
- Strong customer focus.

Key Personnel

According to the Aged Care Act 1997 and the Sanctions Principles, TriCare must ensure that you are not a disqualified individual. A Disqualified individual is:

1. A person convicted of an indictable offence.
2. An insolvent under administration (an uncharged bankrupt or a person who has entered into an arrangement with creditors); or
3. Of unsound mind.

Work Health and Safety

The incumbent has the responsibility to comply with and meet all obligations contained in:

- a) Work Health and Safety (WHS) legislation.
- b) Related WHS responsibilities; and
- c) TriCare's Risk Management (RM) standards.

Performance Measures

1. Annual Quality Performance Review.