

## Position Description – Regional Care and Compliance Coordinator

### Core Detail

<b>Title</b>	Regional Care and Compliance Coordinator
<b>Objective</b>	The Care and Compliance Coordinator is responsible for assisting the Group Care and Compliance Manager in the effective and efficient delivery of quality services to residents in accordance with professional standards and legislative requirements.
<b>Role</b>	The position provides support in the development, implementation and evaluation of policies and procedures, staffing models, skills mix, continuous improvement and relevant employee competencies. The position will assist the Group Care and Compliance Manager to ensure TriCare's aged care services maintain compliance the Aged Care Quality Standards.

### Position Parameters

<b>Employment</b>	Full time, permanent
<b>Reporting to</b>	Group Care and Compliance Manager
<b>Key Relationships</b>	Group Care and Compliance Manager, Aged Care Manager, Operations Manager, Facility Manager, Clinical Manager
<b>Expenditure Limit</b>	\$1,000
<b>Location</b>	All TriCare Aged Care Residences (Brisbane, Gold Coast or Regional locations)

### Detailed Description of the Position

<b>Clinical Governance</b>	<ul style="list-style-type: none"> <li>• Work closely with the Facility Management Teams in the region to ensure that the provision of care is optimised through the strategic management of available resources and the implementation of productivity measures. Ensure that optimised care provision is delivered to eliminate risk to residents and staff at the same time as achieving the target financial returns to the organisation.</li> <li>• Actively participate in the Clinical Governance, Clinical Education and Medication Management Committees to ensure that all aspects of clinical care are monitored and regularly reviewed.</li> <li>• Take part in the review and update of policies &amp; procedures in line with industry practice, professional standards and legislation.</li> </ul>
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	<ul style="list-style-type: none"> <li>• Collaborate with the Group Care and Compliance Manager and Training Manager to identify and develop appropriate training programs and packages to ensure Clinical Managers and Directors of Nursing at a site level are suitably orientated to their role.</li> <li>• Ensure continuous improvement opportunities are identified and promoted as they relate specifically to the clinical operations of aged care services.</li> <li>• Participate in regular meetings/workshops with relevant professional staff for the purpose of training, networking and development.</li> <li>• Orientate new Management staff in TriCare's Quality systems.</li> <li>• Complete the Quarterly new nurse training for all new RN's and EN's in the region.</li> <li>• Assist Facilities and the Operations Team to recruit and onboard Clinical Staff including Clinical Managers, Clinical Nurse Consultants, DON's, RN's and EN's.</li> <li>• Develop and foster a strong culture of customer collaboration which promotes customer inclusion in decision making about care and services.</li> <li>• Provide eCase systems support to eCase users.</li> <li>• Conduct clinical investigations and mortality reviews.</li> </ul>
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<p><b>Compliance</b></p>	<ul style="list-style-type: none"> <li>• Assist in the development and maintenance of continuous improvement plans at each site.</li> <li>• As required by the approved annual audit schedule, complete internal audits of aged care services against the Quality Standards and Organisational processes. Provide written reports of audits and assist services to close any gaps identified by developing and overseeing Action Plans for improvement.</li> <li>• Assist to orientate all new management staff in the region in TriCare's compliance systems.</li> <li>• Interpret external audit reports, develop and oversee structured Action Plans to close any identified gaps.</li> <li>• Assist Services to close identified gaps in process and procedures by mentoring, educating and monitoring progress on improvements.</li> <li>• Ensure continuous improvement initiatives are actively pursued at both a service and a divisional level; that outcomes result in measureable improvements and ongoing compliance with the aged care accreditation standards.</li> <li>• Participate in establishing and maintaining monitoring, and evaluation programmes to ensure a high standard of</li> </ul>
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	<p>professional service to residents, and compliance with organisational policy and procedures.</p> <ul style="list-style-type: none"> <li>• Assist in maintaining, updating and improving the Service Improvement System (SIS) and the Quality Management System.</li> <li>• Adopt a partnership approach with the Aged Care Quality and Safety Commission and Department of Health to ensure that TriCare's systems and processes meet or exceed the Aged Care Quality Standards.</li> <li>• Assist services to prepare for and attend external audits and engage with the Aged Care Quality and Safety Commission and the Department of Health representatives to support local management teams in achieving successful outcomes.</li> <li>• Assist with written submissions to the Aged Care Quality and Safety Commission and Department of Health as required and support local management teams in responding to directives issued by regulatory bodies.</li> </ul>
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<b>Complaints Management</b>	<ul style="list-style-type: none"> <li>• Assist Facility Management to manage and respond to all complaints, including external complaints received by regulatory bodies and advocacy services. Escalate complaints as required by policy.</li> <li>• Assist to ensure that internal complaints and feedback processes are maintained and continuously improved to provide access by all residents to unimpeded and reprisal-free comment.</li> <li>• Ensure that all complaints are responded to in a timely fashion and actively managed through to resolution.</li> </ul>
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<b>Reporting</b>	<ul style="list-style-type: none"> <li>• Prepare a monthly detailed regional Compliance report for the Group Care and Compliance Manager.</li> <li>• Prepare a monthly Complaints and Compulsory Reporting summary for the Group Care and Compliance Manager.</li> </ul>
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## Skills and Knowledge

- Sound knowledge of Aged Care practices and health care issues.
- Experience in aged care.
- 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.
- First-hand knowledge of quality principles operating in a service industry.

- Understanding of the Aged Care Act and Principles, ACFI and the Aged Care Quality Standards.
- Sound computer proficiency
- Ability to utilise electronic care management systems.
- Sound oral and written communication skills to support clear and accurate communication with internal and external customers.
- Can critically analyse, evaluate and provide considered, planned advice.
- Ability to travel to facilities, functions and meetings within South East Queensland.
- Open Drivers Licence.

### Personal/Other Attributes

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- Sound professional judgement.
- Passionate advocate for residents' rights.
- Sound analytical and problem solving skills.
- Strong customer focus.
- Effective time management skills and flexible approach to working hours.
- High degree of drive, initiative and motivation.

### Experience

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- Post graduate qualifications desirable.
- At least 5 years' senior management experience.
- Qualified Health Care Professional – current AHPRA registration

### Work Health and Safety

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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

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1. Annual Quality Performance Improvement Review.
2. Development of monthly KPIs and associated reporting mechanisms.
3. Accreditation of facilities and compliance with accreditation standards.