

Position Details

Position Title:	Quality & Risk Coordinator
Department / Program:	Quality & Risk
Type of Employment:	Part time
FTE / Hours per week:	0.6 – 0.8 FTE
Award / Enterprise Agreement:	Health and Allied Services, Managers and Administrative Workers (Victorian Stand-Alone Community Health Services (Multi Employer) Enterprise Agreement 2022 – 2026
Classification / Grade:	HS3 (flexible depending on experience and skillsets)
Work Location:	As per contract of employment

Position Relationship

Reporting To:	Chief Operating Officer
Staff / Team Supervised:	N/A
Internal Liaison:	Executive Management, Department Managers, Team Leaders, Quality & Risk Management Group, Quality Mentors Group, Clinical Governance Sub-Committee, OHS Representatives
External Liaison:	Accreditation bodies and regulatory agencies

About NDCH

For more than 30 years, Northern District Community Health (NDCH) has worked to build healthy, inclusive and connected rural communities. We work across the health and social service systems to support people at every age and stage of life. We are deeply embedded with communities and partner with health and community services and all levels of government to support integrated, accessible services and a stronger system of care that makes sense for the rural context.

Our work makes a difference to health equity and health outcomes for rural people; keeping people well, out of hospital and engaged in community life.

Our services include medical care, allied health, nursing, mental health services, counselling, health promotion and community-based programs and events. We provide in-home personal care and support for older people to encourage ageing in place which enables our clients to remain connected to family and community. We offer rewarding career opportunities with a genuine balanced lifestyle for passionate professionals.

Our service reach has grown to span the Gannawarra, Buloke and Loddon Shires and more recently extended into the Rural City of Swan Hill. With more than 140 employees and 170 volunteers, our service encompasses picturesque towns like Cohuna, Kerang, Boort, Swan Hill and more.

Diversity Statement

NDCH recognises and celebrates the diversity of the community within which we work. We acknowledge the first peoples of Australia and their unique contribution. We welcome and work with people of all ages and health status, of all races, abilities, gender identities, sexual orientations, religious, cultural, and linguistic backgrounds, and financial status.

Position Summary

The Quality Governance Coordinator is responsible for leading and coordinating NDCH's continuous quality improvement, risk management, and accreditation processes. This role ensures systems and practices are in place to support safe, high-quality care and organisational effectiveness. The coordinator will work closely with staff, executives, and external partners to embed a strong culture of quality, compliance, governance, and client safety across all NDCH services.

Key Accountabilities

- Coordinate the preparation and successful completion of organisational accreditation processes across relevant standards (e.g., NSQPCHS, Aged Care Quality Standards).
- Oversee the implementation, monitoring, evaluation, and coordination of the NDCH Continuous Quality Improvement Plan (QIP).
- Coordinate the development and implementation of NDCH policies and procedures to ensure alignment with current legislation, relevant standards, and best practices. Ensure all policies are regularly reviewed and remain current, with no expired documents – maintain and oversee the PROMPT Document Management System to support effective document control and accessibility.
- Support teams in the development and review of service-specific quality action plans.
- Support effective coordination, follow-up, and monitoring of VHIMS incident & feedback reporting system and support incident investigations and reviews. Analyse incident and audit data to identify trends and improvement opportunities.
- Maintain and enhance systems for risk identification, assessment, reporting, and mitigation.
- Prepare regular quality and risk reports for the Executive Team.
- Coordinate and maintain an effective internal audit schedule aligned with strategic priorities and risk areas.
- Deliver and coordinate training related to quality governance.
- Promote a culture of continuous quality improvement and accountability – coordinate the Quality Management Group and Quality Mentors Program and provide support and assistance as may be required from time to time.

Key Competencies

Core / Functional Competencies:

- Quality Improvement Frameworks
- Clinical Governance
- Risk Management
- Data analysis and reporting skills

Behavioural Competencies:

- Attention to Detail
- Critical Thinking
- Planning & organising
- Interpersonal & relationship building skills

Key Selection Criteria

Essential:

Qualification:	Qualifications in Health, Quality Management, Risk, Governance, or related field
Certification:	N/A
Registration:	N/A
Experience:	Demonstrated experience coordinating quality improvement and governance functions

- Expert administration, organisational and attention to detail, with the ability to coordinate events, logistics, and systems support.
- Highly developed verbal, written and interpersonal communication skills, including effective negotiation and conflict resolution, ability to liaise effectively with diverse external and internal stakeholders, and interact as part of a multi-disciplinary team.

Desirable:

- Knowledge of relevant standards and legislative requirements (e.g., ACQS, NSQPCHS, NDIS, RACGP, etc.).
- High level proficiency with Microsoft Office applications, data systems, and reporting platforms.
- Demonstrated excellent time management skills with the ability to effectively prioritise and manage workload, along with a willingness to work flexible hours and across various locations to meet organisation needs in a timely manner.

Organisational Responsibilities

- **Diversity:** NDCH is an Equal Opportunity Employer, we celebrate the diversity of different ages, gender, ethnicity, physical ability, sexual orientation, religious belief, work experience, and educational background.
- **Code of Conduct:** Uphold the NDCH culture and professional codes of conduct and comply with all relevant laws and policies. Be aware of and perform all duties in accordance with the organisation's policies and procedures.
- **Child Safety:** Make a commitment to the safety and wellbeing of children and young people. This means to protect and support, enhance wellbeing, and reduce any opportunities for abuse, or harm to occur.
- **Consumer Engagement:** Seek and facilitate consumer and community participation to ensure the healthcare we deliver is safe, high quality and meets the needs and preferences of our diverse communities.
- **Person/Family Centred Approach to service provision, health promotion action and access to information:** Identify, strengthen capacity, and address any barriers that prevent a consumer to maximise their independence and choice in decision making about the way their services are delivered.
- **Occupational Health and Safety (OH&S):** Be familiar with and ensure that all appropriate actions are taken to implement OHS policies and procedures and that legislative requirements are met within the service.
- **Risk Management:** Comply with NDCH Risk Management system, actively contribute to creating an organisational culture that promotes risk identification and mitigation. Understand practice frameworks relating to the **Multi Agency Risk Assessment and Management (MARAM)** framework and recognise family violence as a health issue.

- **Continuous Quality Improvement:** Adopt and promote a culture of continuous quality improvement within area of practice and the broader organisation. Participate and cooperate in data collection and audit processes to ensure compliance with applicable accreditation standards.
- Participate in **performance development plans** and **supervision**.
- Participate in continuous **learning and professional development**.
- Commit to a culture of trust, openness, and accountability to improve service quality and safety.

Conditions of Employment and other relevant information

- Undertake mandatory pre-employment & work screening checks (e.g. Professional Reference Check, Evidence of Work Rights, National Police Check, Working with Children Check, NDIS Check, International Police Clearance as applicable, Statutory Declaration, etc.) **Appointment is subject to the outcome of the checks.**
- Maintain a valid Police Check, Working with Children Check & NDIS Check whilst employed at NDCH.
- Provide credentials and maintain valid Professional Registration/s (as applicable) and driver's licence.
- Full disclosure of any pre-existing injuries or disease that might be affected by employment in this position.
- NDCH reserves the right to vary the work location of the position according to the needs of NDCH and its clients and any future changes to the NDCH's areas of operation.

Why Choose NDCH

At NDCH, we're more than a workplace – we're a community dedicated to building healthier, more inclusive rural lives. We are driven by core values that shape our every action. We strive to cultivate a workplace where courage, inclusivity, and unwavering commitment are not just ideals, but integral to our daily operations.

We offer a supportive, flexible environment where mental well-being and professional growth are prioritised. As a not-for-profit, we provide salary packaging and real career opportunities. Our impact extends beyond the office through active community engagement and services.

At NDCH, your voice matters, your work creates change, and you're part of something meaningful.

Position Description Approval

Approving Managers:

Name

Signature

Date

Department Manager

People & Culture Manager

Acceptance of Position Description

I acknowledge that:

- I have read and fully understand the Position Description and Inherent Requirements of the position.
- I agree that I have the physical and psychological ability to fulfil the inherent requirements of the position, and accept my role in fulfilling the responsibilities, activities, duties and generic position requirements.
- I understand that the information provided is a general outline and may not encompass every aspect of the position, therefore, it must not to be interpreted as totally inclusive.
- NDCH may alter the duties of this position description when the need arises. Any such changes will be made in consultation with the affected employee/s.
- I understand that this is separate from the Employment Agreement that I will sign, outlining the terms and conditions of my employment.
- This position description operates in conjunction with and forms part of the relevant individual performance development review plan. An initial review will take place six (6) months following commencement of employment and then on an annual basis.

Employee Signature: _____

Employee Name: _____

Employee ID No.: _____

Date: _____