

**Bellarine Community Health (BCH) – Strategic Directions 2022 - 2025**

**Purpose Statement**

We deliver high quality services and programs that improve the health and wellbeing of our community. This means that we always innovate and develop what we do to align with the health and wellbeing needs of people on the Bellarine.

**Guiding Principles**

- We strive to become a sustainable organisation with a strategic mindset
- We value and support our staff, clients, and volunteers
- We work with our community to design services and programs to meet their needs
- We act at all times in the interests of the organisation and the community
- We are guided by best practice actions – always

**Strategic Priorities**

- To engage with our community across all ages, groups and cultures so we are always responsive
- To build awareness of our organisation and our services so we are recognised as the preferred health provider to our community
- To be a sustainable health service responsive to our growing community
- To nurture a positive workplace culture

BCH is the largest healthcare provider on the Bellarine Peninsula with sites in six locations:

- Drysdale (2 sites)
- Ocean Grove (2 sites)
- Portarlington
- Point Lonsdale

BCH delivers and promotes health and wellbeing programs. BCH provides a range of services including allied health, community and palliative care nursing; mental health; in home care, health promotion and dental.

**Position Information**

<p><b>Position Objective:</b></p>	<p>Working under the guidance of the Quality and Risk Manager, the Quality Officer will work across all areas of the organisation to support and promote high quality service delivery in accordance with standards, guidelines, legislation, policy and funding obligations. This position has a focus on using multiple forms of data (e.g., from incidents, feedback, internal and external audits) to inform continuous improvement activities across the organisation.</p> <p>The Quality Officer will develop and support innovative ways to engage with and draw on client and community insights and experience to drive innovation and quality improvement and support service and strategic planning which responds to community need.</p> <p>The Quality Officer will also work closely with the Quality and Risk Manager on other projects as required and in alignment with priorities in the Quality space which may be informed by regulatory or legislative changes, BCH strategic priorities, internal and external audit results, amongst other factors.</p>
<p><b>Reports to:</b> <b>Direct reports:</b></p>	<p>Manager Quality and Risk Nil</p>
<p><b>Program:</b></p>	<p>Office of the CEO</p>

<b>Location:</b>	May work across Bellarine Community Health sites
<b>Award:</b>	Victorian Stand-Alone Community Health Services (Health and Allied Services, Managers and Administrative Officers) Multiple Enterprise Agreement 2022-2026
<b>Employment Status:</b>	Ongoing (Part Time) Probation Period: 6 months
<b>Remuneration and benefits:</b>	Access to excellent salary packaging provisions. Employer Superannuation at the statutory rate.
<b>Mandatory Requirements:</b>	<p>Bellarine Community Health expects all applicants to present evidence of the following:</p> <ul style="list-style-type: none"> <li>• Current Working With Children's Check</li> <li>• Current NDIS Worker Screening Check (if in a "risk assessed" role)</li> <li>• Current Police Check (within 12 months from date of application)</li> <li>• Current Victorian Driver's Licence</li> </ul> <p>COVID-19 and current Influenza Vaccination is recommended.</p> <p>If you are applying for a position working with children, you are required to have the following vaccinations: Hepatitis B MMR, Pertussis, Varicella.</p>

<b>Organisational Requirements</b>	
<b>Diversity</b>	Commit to providing a safe and welcoming health service for everyone. We celebrate the diversity of different ages, gender, ethnicity, physical ability, sexual orientation, religious belief, work experience, and educational background.
<b>Child safety</b>	<p>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.</p> <p>Every child has the right to live a full and productive life in an environment that builds confidence, friendship, security, and happiness, irrespective of their family circumstances and background.</p> <p>Children have the right to give their views and opinions about decisions that affect them and to be listened to.</p>
<b>Consumer engagement</b>	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.
<b>Person/family Centred Approach to service provision, health promotion action and access to information.</b>	<p>Identify, strengthen capacity and address any barriers that prevent a consumer maximising their independence and choice in decision making about the way their services are delivered.</p> <p>Actively seek opportunities to engage with clients and where appropriate (their families) that will enable them and the community to be autonomous including:</p> <ul style="list-style-type: none"> <li>• Building on strengths and goals to maximise independence and individual capabilities in decision making.</li> <li>• Provide a voice in the management of their own health and wellbeing; and</li> <li>• Look for ways to improve the health of diverse communities.</li> </ul>
<b>Occupational Health and Safety (OH&amp;S)</b>	<p>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.</p> <ul style="list-style-type: none"> <li>• Report any incidents or potential hazards in accordance with Bellarine Community Health policies and procedures including effective reporting via Incident management system.</li> <li>• Demonstrates a commitment to health and safety in line with Bellarine Community Health OHS policies and procedures, training requirements and legislative/regulatory requirements.</li> </ul>

	<ul style="list-style-type: none"> <li>• Evidence of compliance with OHS policies and procedures.</li> <li>• Participation in team meetings where key OHS issues are discussed and resolved.</li> <li>• Evidence of hazard and incident reporting using incident management system.</li> <li>• Maintains compliance with mandatory OHS training requirements.</li> </ul>
<b>Health Promotion</b>	Support and contribute to the activities and projects outlined within the BCH Integrated Health Promotion Plan, as required. Implement a health promoting practice approach to service delivery that addresses the social determinants of health
<b>Strategy and Planning</b>	Participate in planning processes, including program, team and individual to ensure alignment to the BCH strategic plan
<b>Continuous Quality Improvement</b>	<ul style="list-style-type: none"> <li>• Adopt and promote a culture of continuous quality improvement within area of practice and the broader organisation.</li> <li>• Contribute to the accreditation process, including identifying, developing, implementing, and evaluating quality improvement activities.</li> <li>• Commit to a culture of trust, openness, learning and accountability to improve service quality and safety.</li> <li>• Participate in data collection and audit processes to ensure compliance with applicable accreditation standards.</li> <li>• Demonstrate respect for individual's values, customs, cultural and spiritual beliefs to ensure patient care is effective and culturally appropriate.</li> <li>• Complete all mandatory training and education.</li> </ul>
<b>Risk Management</b>	Comply with BCH Risk Management system and relevant legislation. Actively contribute to creating an organisational culture that promotes risk identification and mitigation.
<b>Equal Opportunity</b>	BCH is an Equal Opportunity Employer and diversity in the workforce is valued and encouraged.

### Position Specific Responsibilities

- Work under the direction of the Quality and Risk Manager to administer BCH's quality management system, LogiqcQMS, and support staff with related system/reporting queries.
- Work collaboratively with relevant BCH staff and stakeholders to identify, establish, maintain and improve processes for garnering feedback and input from clients and community members on service provision and development.
- Collect and correlate data received from various sources (e.g. listening posts, community forums, Victorian Healthcare Experience Survey (VHES), feedback surveys, client interviews and complaints) to build a rich picture of client and community experience to inform quality improvement initiatives and service planning across BCH services and programs.
- Work independently and in collaboration with the Quality and Risk Manager on key quality, risk and compliance projects.
- Assist with the preparation of quality reports and metrics for management, Executive and Board committee review.
- Work with the Quality and Risk Manager to maintain the organisation's controlled documents system and provide support, where required, to relevant managers and staff to draft, evaluate and review policies and procedures within program guidelines and meet requirements of legislation and regulation.
- Work with the Quality and Risk Manager and other relevant staff on activities that support the organisation to achieve and maintain compliance with the standards of relevant accreditation bodies; assist with external accreditation audits as required and develop and implement quality improvement action plans.
- Undertake specific tasks as directed by the Quality and Risk Manager from time to time.

## Key Performance Indicators

- Evidence of effective client and stakeholder engagement
- Evidence of accurate data collection and collation for timely quality reporting
- Effective administration of quality management system, LogiqcQMS
- Preparation of quality system reports for managers
- Effective support of staff related to quality management system, LogiqcQMS.
- Active involvement in external audit preparation
- Completion of all administrative tasks in a timely fashion
- Demonstration of a commitment to ongoing personal and professional development, completion of mandatory training as applicable

## Key Selection Criteria and Skills/Attributes

<b>Essential</b>	<ol style="list-style-type: none"> <li>1. Essential Qualifications and Requirements: <ul style="list-style-type: none"> <li>• Formal tertiary qualifications or substantial experience in relevant field</li> <li>• Current Driver's License for Victoria</li> <li>• National Police Record Check – current and satisfactory</li> <li>• Current Working With Children's check</li> <li>• Successfully meets the pre-employment screening requirements</li> </ul> </li> <li>2. Experience in quality improvement activities.</li> <li>3. Highly developed interpersonal, written and verbal communication, organisational and facilitation skills.</li> <li>4. Demonstrated experience in establishing and maintaining effective relationships with diverse stakeholders e.g. clients, community members, community groups, staff, volunteers,</li> <li>5. Demonstrated organisation and time management skills with the ability to set priorities, meet deadlines and manage competing demands.</li> <li>6. A conscientious, resourceful approach to work, consistently producing high-quality outcomes and maintaining active engagement in tasks.</li> <li>7. Strong interpersonal skill with an ability to build positive relationships and work in a team environment</li> <li>8. A commitment to quality improvement.</li> <li>9. Competent in the use of information technology e.g., Microsoft Office, Quality Management and Client Management Systems.</li> </ol> <p><b>Immunisation Status:</b>  COVID-19 and current Influenza Vaccination is recommended.</p> <p>If you are applying for a position in dental, nursing, sterilising, or podiatry, you are <b>required</b> to have the following vaccinations: Hepatitis B, MMR, Pertussis and Varicella.</p> <p>If you are applying for a position working with children, you are <b>required</b> to have the following vaccinations: MMR, Pertussis, Varicella.</p>
<b>Desirable</b>	<ul style="list-style-type: none"> <li>• Working knowledge of the community health sector.</li> </ul>

Acceptance Details	
<b>Name of staff member:</b>	
<b>Signature of staff member:</b>	
<b>Date:</b>	
<b>Exec Managers signature:</b>	
<b>Date:</b>	

For more information about Bellarine Community Health visit our website: [www.bch.org.au](http://www.bch.org.au)

*Bellarine Community Health Ltd is committed to protect children and reduce any opportunities for abuse or harm to occur.*

*Bellarine Community Health acknowledges the Wathaurong people as the Traditional Custodians of the Wadawurrung land on which our sites are located and across which we provide services and programs for the diverse community. We are proud to be an inclusive workplace and welcome people from all cultures and backgrounds to our service.*