



MUTKIN RESIDENTIAL AND COMMUNITY AGED CARE

POSITION DESCRIPTION

Position Title	Quality & Administration Officer
Location	Yarrabah
Employment Status	Full-Time
Position Reports To	Business Operations Manager
Positions Responsible For	N/A
Date of Approval	26/07/2024

Organisational Context / Environment

Mutkin is a Commonwealth subsidised and accredited aged care facility providing residential care, home and community care and disability services to elders and disabled citizens in the Yarrabah Community. Mutkin aims to provide high quality aged care services while acknowledging the cultural needs of our community and showing respect and care for our elders and disabled citizens.

The Role

The core responsibilities of the Quality Officer will include, but not limited to:

- Lead process improvement to drive operational excellence and continuous improvement within the residential aged care facility
- Ensure that the auditing cycle is maintained, action plans and recommendations are developed, implemented and evaluated
- Supporting the Management Team, to ensure services meet identified needs and standards of quality care
- Review and maintain service self-assessment in support of accreditation
- Work collaboratively with other multi-disciplinary team members

With a strategic outlook, you will drive governance and quality with the aim of delivering person-centred, high-quality care to each of Mutkin community clients & residents.

Duties and Responsibilities

1. Skills and experience	• Experience in quality and compliance in Aged Care and Home Care • Computer literate with a good understanding of the Microsoft office suite • A Good understanding of Aged Care, Home Care and/or NDIS standards • Ability to build strong relationships, along with excellent communication skills
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MUTKIN RESIDENTIAL AND COMMUNITY AGED CARE

POSITION DESCRIPTION

	• Autonomy and initiative • Experience doing audits and report writing
2. Auditing	• Effectively coordinate the delivery of quality systems in consultation with the Management and within current procedures and standards • Lead and implement internal auditing practices and provide reporting against Standards and Statutory obligation compliance. • Contribute to the development of tools and resources to support auditing teams to undertake audits and compliance assessments as part of core business activity. • Champion a continuous improvement agenda across Mutkin. • Implement and monitor continuous improvement functionality and prepare reports for the Management Meeting to allow for an analysis and identification of linked compliance relationships. • Ensure preparation and compliance for second party and third party audits. • Identify trends, opportunity for improvements and make appropriate recommendations • Assist with implementation and corrective action of quality standards • Utilise your expert quality compliance knowledge to support and provide consultation to the Board and Managers • Report writing • On-site training and support when required
3. Document Management	• Develop and implement Record Management Policies and Procedures, including retention and disposal of records and support the document management system to operate effectively. • Promote and educate on good document management practices i.e. Document creation, approval, publishing, review, archive, disposal, storage and recall. • Contribute to the maintenance of policy, procedures, work instructions, projects and other initiatives, which supports the strategic, quality and continuous improvement agenda of Mutkin • <i>Utilise and support team members to use the quality management system and functions within it</i>
4. Complaints Management	• Coordinate incoming complaints including allocating the complaints to the appropriate department Manager for investigation and tracking resolution times. • Contribute to the development of tools and resources to support the investigation of complaints as part of core business activity. • Maintain the administrative component of the complaints management system (i.e., organisational complaints register) and



MUTKIN RESIDENTIAL AND COMMUNITY AGED CARE

POSITION DESCRIPTION

	identify any areas of improvement in complaint processes.
5. Communication	- Assist in the progression of enhanced relationships with stakeholders including: clients, customers, Mutkin staff of programs and venues, through effective and innovative communication. - Facilitate meetings, workshops, focus groups and develop initiative mechanisms to communicate with and disseminate information to staff - Support Services to Venues and Programs, using highly developed communication skills and available information technology resources.
6. Qualifications	- Relevant Diploma level or equivalent qualification or demonstrated experience in a Quality Review field. - Demonstrated experience in leading process, planning and procedures in a Community Care, NDIS and Aged Care field. - Experience in writing policies and procedures - Experience in working with/ leading teams through accreditation - Current Drivers Licence

Please note that the responsibilities outlined in this position description are not exhaustive, and only an indication of the work of the role. Mutkin can direct you to carry out duties which it considers are within your level of skill, competence and training.

Key Internal Relationships

- Residents
- CEO
- Registered Nurse
- Kitchen Staff
- Operational Staff
- Personal Care Workers
- Finance
- Administration staff

Key External Relationships

- CHSP & HCP Community Client and Services
- CHSP & HCP Community Staff
- NDIS Clients and Service Staff



MUTKIN RESIDENTIAL AND COMMUNITY AGED CARE

POSITION DESCRIPTION

Key Selection Criteria

1. Relevant Diploma level or equivalent qualification or demonstrated experience in a Quality Review field.
2. Experience in quality and compliance in Aged Care and Home Care
3. Demonstrated skills to facilitate meetings, workshops, focus groups and develop initiative mechanisms to communicate with and disseminate information to staff
4. Experience with the maintenance of policy, procedures, work instructions, projects and other initiatives, which supports the strategic, quality and continuous improvement agenda of Mutkin
5. Well-developed interpersonal, verbal and written communication skills including the ability to communicate effectively with a wide range of stakeholders.
6. Demonstrated ability to exercise discretion, deal with sensitive and emotional issues and situations and maintain confidentiality.

Additional Factors

- Current 'C' Class Open Class Driver's Licence valid in Queensland.
- Current First Aid and CPR Certificate.
- Criminal History Check.
- NDIS Worker Screening Check.

Delegations

n/a