POSITION DESCRIPTION

Position Title	Continuous Quality Improvement Facilitator
Position Classification	Aboriginal Health Practitioner Level 3
Direct Reports	Nil
Reports to	Practice Manager

PROGRAM / ROLE DESCRIPTION

Wurli-Wurlinjang Health Service is an Aboriginal Community Controlled Organisation delivering primary and clinical health care services to the Aboriginal people in Katherine and surrounding communities. Wurli prides itself on delivering a range of health and wellbeing services to the community in a style and manner that makes clients feel welcome and comfortable. Wurli Health Services are supported by service teams such as finance, human resources, corporate support, and other administrative roles which all perform a pivotal role in supporting service delivery and ensuring Wurli is compliant with its legislative and reporting requirements.

This position works closely with the Practice Manager and is responsible for overseeing the quality improvement activities within Wurli. This position will also support the Senior Management Team with ISO and RACGP accreditation for Wurli.

KEY AREAS OF RESPONSIBILITIES

Service Delivery

1. In collaboration with the Primary Health Care Leadership team, ensure that the Communicare standard templates reflect the CARPA guidelines, to promote delivery of best practice care, accurate data collection and reporting.
2. Collate client feedback surveys and identifying areas for CQI through the surveys.
3. Assist WWHS with achieving ISO certification and maintaining certification.
4. Monitor compliance with relevant accreditation and licencing processes.
5. Monitor and support the scheduling, completion and review of internal quality audits.

Program Development, Networking and Liaison

1. Research and adopt a quality improvement framework to assist the organisation in embedding quality and compliance into the daily operations.

2. Ensure all documents are controlled in the quality management system are updated when due.
3. Designs, maintains, and coordinates an ongoing continuous quality improvement program to continuously measure and assess performance related to client care for improvement opportunities.

Team Support

1. Support, educate and motivate employees about QCI for the effective implementation of quality processes, including orientation of new employees.
2. Support Managers in the development, implementation and review of organisational policies and procedures
3. Maintain and update annual internal audit process and coordinate with teams on their individual plan
4. Represent WWHS at AMSANT meetings and provide feedback on the outcomes of the meetings to PHC Leadership team.

Administration and Reporting

1. Complete all associated administrative functions such as human resources, workplace health and safety, risk assessment procedures in a timely fashion in accordance with Wurli procedures and standards.

Workplace Health and Safety

1. Ensure personal health and safety, and that of others in the workplace.
2. Comply with any reasonable directions (such as safe work procedures, wearing personal protective equipment) given by management for health and safety.
3. Promote and deliver in accordance with Wurli's risk management framework.
4. Report all accidents, incidents, near misses and hazards immediately.
5. Abide by workplace health and safety protocols of other sites and organisations visited.

Corporate Identity

1. Promotes and embodies Wurli's vision and values.
2. Act as a role model for clients.
3. Act in accordance with Wurli's Code of Conduct.

Qualifications/Prerequisites

Essential:

- Strong interpersonal and communication skills
- Ability to work collaboratively in a multi-disciplinary environment.
- Critical thinking and problem-solving skills
- Flexibility and adaptability to changing priorities.
- A knowledge and commitment to Quality Improvement.
- Attention to detail and accuracy.
- AHPRA Registration as RAHP.
- A minimum of three years clinical experience in addition to completing a traineeship.
- Current Cardio Pulmonary Resuscitation Certificate (CPR).
- Current First Aid Certificate.
- National Police Records Check and Working with Children's Clearance.

- Current Northern Territory Driver's License.

Desirable:

- Experience in quality improvement methodologies
- Knowledge of healthcare regulations and compliance
- Excellent analytical skills
- Ability to work independently and as part of a team.
- Proficient in Microsoft Office and project management software

Acknowledgement

I have read and understand the requirements of the role; responsibilities and accountabilities as outlined within this Position Description.

Employee name: _____

Signature: _____

Date: _____