

Position Description

Position Title:	Safety, Quality & Experience Coordinator (Aged Care/NDIS)
Reports to:	Safety, Quality & Experience Manager
Department:	Quality, Risk & Innovation
Directorate:	Quality, Risk & Innovation Unit
Cost centre:	R1706
Code & classification:	(ZF4-ZJ4) or (SC31-SC34) or (VW6-VW9) or (VG3-VG6) or (VB7-VC1)
Employment conditions:	Nurses and Midwives (Victorian Public Sector) (Single Interest Employers) Enterprise Agreement 2024-2028 or; Allied Health Professionals (Victorian Public Health Sector) Single Interest Enterprise Agreement 2021-2026 and GV Health Policies and Procedures (and as varied from time to time)

GV Health is an equal opportunity employer and continually strives to build a diverse, equitable and inclusive workforce that reflects our community. We encourage applications from people of all backgrounds.

Statements included in this position description are intended to reflect in general the duties and responsibilities of the position. It is not intended to be an exhaustive list of responsibilities, duties and skills required. GV Health may alter the duties of this position description if and when the need arises. Any such changes will be made in consultation with the affected employee(s).

POSITION SUMMARY

The Safety, Quality & Experience Coordinator (Aged Care/NDIS) is primarily responsible for the coordination of safety, quality, risk and innovation activities across clinical divisions. In taking the functions of the Quality, Risk and Innovation Unit to the forefront of patient care, this role supports all staff to understand their department's safety, quality and consumer experience performance and associated opportunities for improvement.

The Safety, Quality & Experience Coordinator (Aged Care/NDIS) works in partnership with senior clinical leaders to continuously improve the safety and quality services and in turn improve consumer and staff experience.

RESPONSIBILITIES AND DUTIES

The following duties are inclusive of but not limited to the following:

- The Safety, Quality and Experience Coordinator (Aged Care/NDIS) has responsibility for a division/s and quality standard/s in a business partner model.

- **Divisional Area**

- Work with the departments within your division to understand safety, quality and experience data supporting teams to use this information to continuously improve safety and quality of services and in turn experience.
- Support the team in reporting and monitoring of quality targets and KPI's and coach the team in improvement methodology to achieve desired outcomes.
- Promote the systems and processes that support clinical governance and the process of continuous improvement.
- Support all staff in understanding their role and responsibility for safety, quality improvement and experience relative to their position.
- Provide education to staff and management, supporting them to understand their safety, quality and experience responsibilities relative to their role and department's performance and continuous improvement of this.
- Engage and communicate effectively with all staff.
- Assist the organisation in achieving clinical effectiveness by providing the appropriate systems, information or services to clinical areas.
- Provide reports and information to divisional key stakeholders, standards lead and the Safety, Quality & Experience Manager on matters of patient safety and risk improvement.
- Attend and contribute to operational/unit meetings, divisional/directorate meetings and morbidity and mortality meetings.

- **Accreditation/Quality Standard**

- Working with the Safety, Quality & Experience Manager and other Safety, Quality & Experience Coordinators, contribute to GV Health's accreditation, registration renewal and compliance requirements.
- Support divisional areas to ensure readiness for accreditation and other relevant external auditing processes as requested.
- Provide support for accreditation and standard requirements by working with senior clinicians to complete standard self-assessments, write progress reports against recommendations and agreed actions.
- Complete documentation requirements for various accreditation and commission bodies.
- Contribute to the delivery of the accreditation schedule and the development and review of accreditation approaches as accreditation requirements evolve.
- Act as a liaison with senior clinicians in translating the requirements of standards and act as an expert resource to assist the organisation to meet those standards.
- Support the accreditation Standard Lead and Executive Sponsor in matters related to accreditation.
- Attend and provide advice and support for the standard committees/meetings/huddles.

- **Performance Monitoring and Continuous Improvement**

- Build key relationships with departments and divisions to implement clinical and strategic priorities.
- Actively promote GV Health's model for improvement and act as a resource to support staff using improvement methodologies.

- Work with staff, managers and senior clinical leaders to understand their relevant safety, quality and consumer experience data and how this drives the plans for continuous improvement of their department/ division.
- Support staff to use and monitor their plans for continuous improvement and celebrate success from change.
- Work collaboratively with the Quality, Risk and Innovation Unit, managers and clinical staff to develop, implement, monitor and evaluate evidence based clinical practice improvement strategies.
- Work with the Quality Systems Lead and Performance Analyst / Risk Lead and Performance Analyst to provide reports on metrics and performance indicators of functions of the Quality, Risk and Innovation Unit, relevant to the division/s and standards.
- Monitor quality data used to report divisional activity and performance and develop and recommend processes to improve patient safety and quality outcomes.
- Develop and monitor relevant reports of safety and quality including internal and external data indicators.
- Provide leadership and specialist advice to support the organisation's continuous improvement of clinical governance.
- Champion the Consumer Partners & Representatives program growing consumer involvement in improvement.
- Establish and foster strategic relationships with external bodies such as, but not limited to Safer Care Victoria (SCV), the Australian Commission on Safety and Quality in Health Care (ACQHSS), the Aged Care Quality & Safety Commission (ACQSC) and NDIS Quality and Safeguards Commission.

- **Incidents**

- Establish strong interpersonal and professional relationships with clinicians and managers across the organisation to support their safety and quality endeavours whilst promoting a culture of safety and quality, high professional standards, and positive culture.
- Monitor incidents within the division and standard applying the "Incident Business Rules" within the Quality, Risk and Innovation Unit to respond to incidents, alert appropriate staff to incidents and determine the validity of incidents.
- Support the clinical division to respond to clinical incidents including in-depth case reviews (IDCR) and Root Cause Analysis (RCA) as required for serious incidents i.e. Incident Severity Rating (ISR) 1 and 2 incidents.
- Support staff in the process of open disclosure and actively participate as required in Statutory Duty of Candour and Serious Adverse Patient Safety Event (SAPSE) reviews.
- Support staff in the process of reporting ACQSC Serious Incident Response Scheme (SIRS) incidents and NDIS reportable incidents.
- Maintain the system for monitoring the progress of recommendations and record progress within the system.
- Support departments in the implementation of recommendations that arise from the process of incident review, to continuously improve safety and quality systems.
- Work to continuously improve the system and processes of incident management.

- **Consumer Experience (including Complaints, Suggestions, Compliments)**
 - Monitor feedback within the division and standard applying the “Feedback Business Rules” within the Quality, Risk and Innovation Unit to respond to feedback, alert appropriate staff to feedback.
 - Work with staff, managers and senior clinical leaders to investigate and respond to complaints and provide expert clinical review as required.
 - Work with staff, managers and senior clinical leaders to understand and respond to the themes arising from feedback to continuously improve safety, quality and consumer experience.
 - Support staff in the process of, and participate as required in feedback resolution meetings.
 - Support staff in the process of Open Disclosure and actively participate as required in Statutory Duty of Candour and SAPSE reviews.
 - Work to continuously improve the systems and processes of feedback management.
 - Champion the Consumer Partners & Representatives program, implementing and growing the opportunities for consumer involvement in departments/divisions/standards.
- **Risk**
 - Work with the Risk Lead & Performance Analyst to conduct risk assessments within the division or standard group, monitoring controls and coordinate the review of risks using the risk module in Riskman.
 - Provide education and support to clinicians in the identification, assessment and mitigation of risk within divisions and standards.
 - Work with staff and managers to embed and continuously improve the processes of risk management within their departments/divisions/standard.
 - Contribute to an organisational culture of safety and quality, in which patient safety and clinical risk management becomes an integral part of core business.
 - Work with clinicians to reduce healthcare errors and other factors that contribute to unintended adverse patient outcomes.
- **Controlled Documents**
 - Work with senior leaders and managers to monitor the currency of controlled documents (eg: policy, procedure and consumer publications) and aid in the development, prioritisation and review of these documents.
 - Work to continuously improve the systems and processes for controlled documents.
 - Provide expert advice on system and process development to inform the review of controlled documents to align with best practice and contemporary evidence

KEY SELECTION CRITERIA

Formal Qualification(s) and Required Registration(s):

Essential:

- If relevant, current registration with the Australian Health Practitioner Regulation Agency

- If a Social Worker, Speech Pathologist, Occupational Therapist or Physiotherapist, an approved tertiary qualification in the relevant Allied Health discipline.
- Significant postgraduate experience.
- Experience in Aged Care (residential or community)
- Experience in Root Cause Analysis or clinical event review processes.
- Experience in working with consumers and stakeholders in complaints management.
- Experience in Accreditation programs.
- Demonstrated leadership skills with capacity to influence change and create a culture of improvement.
- Able to work with a high level of autonomy and accountability.
- Demonstrated high level communication skills in interacting with clinicians and managers at all levels.
- Excellent written communication skills, including high level quality reports to governing bodies and well-developed presentation skills.
- Working knowledge of current principles of complaints management, quality improvement, redesign and clinical governance.
- Demonstrated ability in the development and facilitation of training and education programs to clinical and non-clinical staff.
- Current Drivers licence.

Desirable:

- Postgraduate qualifications – Masters in Risk, Management, Quality or another relevant field or working toward same

KEY PERFORMANCE INDICATORS

Your performance will be measured through your successful achievement of:

- Demonstrating of GV Health CREATE values and behaviours and being a role model for living the values of Compassion, Respect, Excellence, Accountability, Teamwork and Ethical Behaviour;
- 100% compliance with training requirements.
- Active participation in the Performance and Development review process.
- 80% attendance and active participation at committees, working groups and meetings.
- Delivery of education and training programs to build capacity in the organisation.
- Contribution to the completion of documentation for all Accreditation program

ALL GV HEALTH STAFF ARE REQUIRED TO

- Demonstrate GV Health's CREATE values and behaviours and being a role model for living the values of Compassion, Respect, Excellence, Accountability, Teamwork and Ethical Behaviour;

- Maintain an understanding of individual responsibility for consumer safety, quality and risk and adhere to the relevant policies, procedures and guidelines;
 - Develop and maintain collaborative relationships with all other teams and professionals;
 - Promote and enable efficient teamwork and service provision both within the department and/or organisation and with other service providers;
 - Contribute to a safe working environment and ensure compliance with legislative requirements concerning Occupational Health and Safety, anti-discrimination, and equal opportunity;
 - Identify, report and manage risks and ensure actions are taken to prevent and minimise harm to consumers and the GV Health workforce;
 - Contribute to organisational quality and safety initiatives;
 - Observe and comply with child safe principles, standards and expectations of appropriate behaviour toward and in the company of children;
 - Complete and maintain all mandatory training requirements as defined by GV Health and actively engage in the Performance Development Review process;
 - Minimise the risk of infection to consumers, residents, employees, visitors, contractors and the general public;
 - Comply with requirements of the National Safety and Quality Health Service Standards and other relevant standards, regulations and legislative requirements;
 - Comply with the principles of patient and family centred care;
 - Not smoke or vape on GV Health premises;
 - Comply with immunisation requirements as per the Victorian Department of Health Victoria;
 - Comply with all applicable position pre-employment checks that are relevant to the role, which may include but is not limited to; police checks, Working with Children's Check (WWCC), National Disability Insurance Scheme (NDIS) and Aged Care screening requirements;
 - In this role you may occasionally interact with distressed, anxious or upset consumers or members of the public. GV Health is committed to the physical and psychosocial safety of our staff. All staff are required to comply with all safety related training, look after the safety and well-being of themselves and each other, and actively foster a safe working environment.
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ACCEPTANCE:

I acknowledge and accept that this Position Description represents the general outline of duties, responsibilities and accountabilities that are expected of me in my employment in the position, and may not encompass every aspect of the position. I understand that GV Health reserves the right to modify position descriptions as required, however I will be consulted when this occurs.

I acknowledge and accept that I must complete and maintain all relevant pre-employment screening and checks for successful employment.

I acknowledge and accept that that I have read and fully understand this Position Description. I agree that I have the ability to fulfil the inherent requirements of the position, and accept my role in fulfilling the responsibilities, activities, duties and generic position requirements.

I acknowledge I will be required to undertake the duties as set out in the position description (and any other duties as requested in accordance with my skills and experience) to the best of my ability and, at all times follow lawful direction.

By accepting the contract of employment, I am agreeing to duties and obligations within the Position Description.

Quality, Risk & Innovation**Safety, Quality & Experience Coordinator**

Reviewed by:

Safety, Quality & Experience Manager

Issue Date:

October 2025

ABOUT US

Goulburn Valley (GV) Health is a Regional Public Hospital and Health Service for the Hume Region of Victoria, with main campuses located at Shepparton, Tatura, Rushworth and Euroa. The main campus in Shepparton is the major acute referral hospital for the sub region. Additional satellite sites are also located in Shepparton, Seymour, Benalla, Cobram, Echuca and Wodonga. GV Health provides a range of acute, subacute, mental health, aged, primary health and community services.

OUR PURPOSE

To significantly improve the health and wellbeing outcomes and experiences of the people and communities in our care.

OUR VALUES

GV Health's culture centres around our CREATE values and behaviours. Through these values and behaviours we commit to delivering ongoing quality healthcare for our community:



GV Health Vision and Values: [Values and Vision - GV Health](#)

OUR STRATEGIC PLAN

The Goulburn Valley Health Strategic Plan 2024-2026 provides the direction for GV Health with our five strategic pillars being:

- Health and Wellbeing Outcomes: Improve health and outcomes for the population in our region
- Community and Consumer Experience: Ensure everyone has an outstanding personalised experience
- Our Staff Experience: Our people feel connected, supported, safe and well
- Responsible Workplace: Be sustainable and efficient
- Health Equity: Embrace differences in how we design and deliver healthcare

GV Health Strategic Plan: [Strategic Plan 2024-2026 - GV Health](#)

FOR MORE INFORMATION

Application tips: [Application Tips - GV Health](#)

GV Health: <https://www.gvhealth.org.au/about/>

Child Safety and Wellbeing: [Child Safety and Wellbeing - GV Health](#)

Living in Goulburn Valley: [Goulburn | Regional Living Victoria](#)

GV Community Connector: [Community Connector Program for Businesses](#)