

## Quality and Risk Manager

### Key Bullets

- Leading provider of parenting support services across NSW
- Education and professional development on offer
- 4 day work week and flexible working conditions

### What's on Offer

An exciting and highly impactful opportunity to improve safety, quality and risk management in our inpatient and outpatient parenting services. As well as a competitive remuneration package, additional benefits include generous salary packaging options, flexible working arrangements, ongoing learning and development opportunities and access to a discounted fitness passport.

### The Opportunity

This role has been designed to lead the implementation of safety, quality and risk management throughout the organisation to ensure exceptional care standards across all services.

With a focus on continuous quality improvement, the role will work collaboratively with key stakeholders, to develop, monitor and evaluate compliance against the National Safety & Quality Healthcare Service (NSQHS) Standards.

Reporting to the Director of Governance and Corporate Services, the role will be responsible for NSQHS compliance, incident and risk management, feedback and complaints management, and quality improvement across all sites.

### Key responsibilities include:

- Lead the development and implementation of the Quality & Safety Governance framework.
- Prepare for audit and accreditation against NSQHS service standards.
- Support all staff in understanding and embedding quality management across their work areas.
- Implement and monitor risk assessment and management practices across services.
- Work with managers and staff to ensure consumer feedback is built into service design and improvement.
- Review relevant policies, procedures, guidelines and forms and monitor policy implementation in high risk areas.
- Provide timely and accurate reports and advice on matters relating to patient safety, consumer feedback, incident and risk management and policy or accreditation compliance.

### About you

You will possess:

- Recent experience in governance, risk or quality management.
- Sound understanding of the National Safety & Quality Healthcare Service (NSQHS) Standards and experience with accreditation processes.
- Ability to interpret relevant legislation and policy to ensure compliance across local processes
- High level analytical and problem-solving skills and an ability to work independently, and as part of a team.
- Current NSW driver's licence.

## **The Organisation**

A leading not-for-profit provider of parenting support services to parents with children (birth to five years) around sleep and settling, establishing routines, feeding and nutrition, toddler behaviour and pre and postnatal anxiety and depression.

These programs are delivered through residential, parenting centres, integrated care hubs, perinatal infant mental health services and specialised toddler clinics across NSW.

## **How to Apply**

For a confidential conversation or role related queries, please call Lil Evans of The Orchard Talent Group on 0477 887 095 or email [lil@orchardtalent.com.au](mailto:lil@orchardtalent.com.au).

To apply please submit your current CV via the link. Please note applicants must have a legal right to work in Australia.

**Applications close** 11:59pm Sunday 15th of May 2022