



<b>POSITION TITLE</b>	<b>Safety, Quality &amp; Risk Manager</b>
<b>DEPARTMENT</b>	<b>Governance</b>
<b>OPERATIONAL BASE:</b>	<b>Carramar</b>
<b>STATUS:</b>	<b>Permanent, 32 hours p/w</b>
<b>VACCINATION CATEGORY:</b>	<b>A (including full COVID-19 Vaccination)</b>
<b>RESPONSIBLE TO:</b>	<b>Director, Governance &amp; Corporate Services</b>
<b>INDUSTRIAL AWARD</b>	<b>Health Services Manager, Level 2</b>

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## **PURPOSE**

The Coordinator, Safety, Quality and Risk, will lead the implementation of clinical governance and risk management throughout the organisation to ensure safe, high quality care is delivered across all services. With a focus on continuous quality improvement, the role will work collaboratively with key stakeholders, including service managers, team leaders, clinicians and support staff 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 Karitane sites.

## **KEY SELECTION CRITERIA**

- Undergraduate degree in health, social science or related field with 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 applicable to the Karitane context
- Excellent interpersonal and oral and written communication skills with an ability to engage diverse stakeholders.
- Ability to identify, implement, monitor and evaluate quality and risk management initiatives.
- High level analytical and problem solving skills and an ability to work independently, and as part of a team.
- Current NSW driver's licence.

## **RESPONSIBILITIES**

- Lead the development and implementation of a rigorous Quality & Safety Governance framework.
- Lead and coordinate preparations for accreditation against the National Safety & Quality Healthcare Service Standards.
- Support all staff in understanding and embedding quality management across their work areas.
- Monitor and report on organisational risk, safety & quality data, including incidents, adverse events, hazards and complaints.
- Coordinate the implementation and monitoring of the Karitane Quality Improvement Plan and audit timetable.
- Implement and monitor risk assessment and management practices across services.
- Manage consumer and community participation rates and activities across the organisation.
- 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.

## **CONDITIONS OF EMPLOYMENT**

Permanent part-time role in accordance with The Named NSW (Non-Declared) Affiliated Health Organisations' Health Employees Agreement - Health Services Manager Level 2. The majority of Karitane's services close for two weeks over the Christmas/New Year period, during which time employees are required to take leave. Karitane services are provided at a number of sites across NSW.

Karitane supports a smoke free environment including grounds, buildings and vehicles. Applicants will have a commitment to EEO & WHS Policies, ethical practice and the principles of cultural diversity. Relevant Criminal History, Working with Children's Check, Apprehended Violence Orders and prior employment checks, including relevant disciplinary proceedings, will be conducted on recommended applicants. Karitane is a Child Safe organisation. All Karitane employees are required to complete a 'Working with Children Check' and comply with Karitane's Child Safe Code of Conduct.

## **ABOUT US**

Karitane is a dynamic and innovative not for profit health organisation and registered charity providing early parenting services. We support families with children from birth to 5 years of age through building parenting capacity, enhancing parent child relationships and strengthening a family's connections with supports in their community. Karitane have been a leading provider of parenting services since 1923 and are approaching our Centenary. Our services are evidence based and delivered by a caring and highly trained professional team of child and family health nurses, paediatricians, social workers, psychologists and psychiatrists offering complete, holistic care.

## **OUR CARE**

Karitane staff provide safe, effective, family-centred quality care consistent with the organisation's mission, philosophy, values and standards of care, and adhere to the Professional Code of Conduct.

## **OUR VISION**

Leaders in early parenting services that empower families and children to be confident, safe and resilient.

## **OUR MISSION**

To provide accessible, evidence-based services that support families to parent confidently. Through research, advocacy and collaboration we promote excellence in our care across a diverse community.

## **OUR VALUES**

- **Respect - Our Relationships**

Our relationships are characterised by respect, support and a recognition of the value of every individual. Each family & child, colleague and care partner is important to us. We value our diverse backgrounds and professional approaches that contribute equally to Karitane's success in providing care.

- **Innovation –Our Future Focus**

We commit to creative and innovative approaches to our work informed by ongoing research, increasing knowledge, evidence-based practice and contemporary approaches to care. We seek new opportunities for delivering services that are sustainable and transforming for the families we serve.

- **Collaboration - Our Partnership Approach**

We seek to collaborate with our families, our colleagues and care partners to achieve our purpose. We build our partnerships through effective teamwork, shared decision making, our caring and supportive approach and appropriate and timely communication.

- **Excellence - Our Standard**

We strive for excellence in our work supported by effective leadership, professional, transparent and accountable practices, cultural awareness and a commitment to continuous learning.

## **SUPPORTING OUR PEOPLE**

Karitane is a family-friendly, flexible workplace with a strong culture of success that reflects our values of innovation, excellence, respect and collaboration. We are a passionate, dynamic and highly engaged team making a difference to families' lives. We support each other and provide excellent professional development opportunities. We offer a comprehensive well-being support package, Employee Assistant Program, Perkbox reward & recognition program and discounted gym membership. If you come from NSW Ministry of Health or other affiliated health organizations you can transfer your leave entitlements to Karitane.

## **UNIVERSAL STATEMENT OF OBLIGATIONS**

### **EDUCATION AND PROFESSIONAL DEVELOPMENT**

- Pursue appropriate continuing education and professional development.
- Attend mandatory training in Fire, Manual Handling and other training as required.
- Recognise and respond to the need for accurate health promotional information for clients, visitors

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and other members of staff.

#### **CLINICAL AND/OR CORPORATE GOVERNANCE**

- Identify the needs of clients and where possible adapt services to meet those needs.
- Understand the accreditation processes within Karitane and participate in the implementation of improvement strategies.

#### **CODE OF CONDUCT**

- Adhere to the NSW Ministry of Health and SWSLHD professional Code of Conduct and Ethics.
- Demonstrate accountability and ethical behaviour in the performance of all duties.
- Respect the physical, emotional, social and spiritual needs of the client and their carers, including their right to be involved in decision-making affecting their health care.
- Report any suspected cases of child neglect or abuse to immediate manager.
- Be aware of medico/legal responsibilities.
- Maintain confidentiality and privacy at all times.
- Report suspected or actual; fraud associated with the workplace.

#### **WORK HEALTH & SAFETY, SECURITY AND FIRE SAFETY:-**

- Maintain a current driver's licence and provide a photocopy of same at annual performance appraisals.
- Adhere to Karitane's Work Health and Safety policy and procedures.
- Commitment to and understanding of NSW Health Smoke Free- free Health Care Policy
- Assist with the security of the building through the correct handling of keys.
- Report any damage or repairs required to buildings, furniture and equipment to the appropriate supervisor so that repairs can be arranged.
- Adhere to Karitane's procedures for 'Risk Management' of identified risks.
- Ensure all office equipment and lighting is turned off and work area is secure before leaving each day.
- Attend education sessions regarding WHS, security & fire safety.
- Follow the protocols for Incident Management & Reporting.
- Participate in security risk identification/assessment & report any suspicious occurrences/ potential for aggressive episodes.
- Assist management in the creation and maintenance of a 'zero tolerance zone' where staff and clients can enjoy an environment in which violence and verbal abuse is not tolerated.

#### **EQUAL EMPLOYMENT OPPORTUNITY, CULTURAL DIVERSITY AND ANTIDISCRIMINATION**

- Be aware of and act within the bounds of the EEO Policy of SWSLHD.
- Be aware of and act within the bounds of the Anti-Discrimination policy of SWSLHD.
- Respond positively to the cultural beliefs and practices of clients, visitors and other staff members.
- Be actively involved in the optimizing service provision to people of Non English Speaking Backgrounds and Aboriginal and Torres Strait Islander backgrounds.
- Harassment will not be tolerated in any form, ie behaviour, verbal or physical, which is unwelcome, persistent and/or offensive.

**PERFORMANCE MANAGEMENT**

Performance appraisal will be carried out at three months and then annually.

**EXIT INTERVIEWS**

Participate in an Exit interview on termination.

**Employees Declaration**

I have read this position description, I understand the position requirements and position demands checklist (attached) and agree that I can fulfill these requirements to the standards outlined.

I am not aware of any reason, which might interfere with my ability to perform the inherent position requirements and position demands of this position.

I am aware that my ongoing employment will be subject to my continued compliance with the relevant NSW Health policy directive/s concerning Immunisation Compliance, Occupational Assessment, and Screening & Vaccination against Specified Infectious Diseases. I am aware that I must ensure that myself and those staff reporting to me are made aware of, and comply with the requirements of, this/these policy directive/s I am aware that any false or misleading statements may threaten my appointment or continued employment with Karitane.

I agree to comply with the policies of NSW Health & Karitane

I also agree to strictly observe the policy on confidentiality of staff and patient information or such other sensitive or confidential information that I may come across in the course of my employment.

I am aware that during the course of my employment, regular criminal record checks and Working With Children’s Checks will be conducted with my knowledge to ensure my ongoing suitability for employment.

<b>Employee’s Name</b>	<b>Signature</b>	<b>Date</b>
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I have explained the duties and responsibilities of this position to the employee.

<b>Chief Executive Officer</b>	<b>Signature</b>	<b>Date</b>
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**POSITION DEMANDS CHECKLIST**  
**Karitane**

<b>PHYSICAL DEMANDS</b>	<b>FREQUENCY</b>
<b>Sitting</b> - remaining in a seated position to perform tasks	<b>Frequent</b>
<b>Standing</b> - remaining standing without moving about to perform tasks	<b>Frequent</b>
<b>Walking</b> - Floor type: even / uneven / slippery, indoors / outdoors, slopes	<b>Frequent</b>
<b>Running</b> - Floor type: even / uneven / slippery, indoors / outdoors, slopes	<b>Infrequent</b>
<b>Bend/Lean Forward from Waist</b> - Forward bending from the waist to perform tasks	<b>Infrequent</b>
<b>Trunk Twisting</b> - Turning from the waist while sitting or standing to perform tasks	<b>Occasional</b>
<b>Kneeling</b> - remaining in a kneeling posture to perform tasks	<b>Infrequent</b>
<b>Squatting / Crouching</b> - Adopting a squatting or crouching posture to perform tasks	<b>Infrequent</b>
<b>Leg / Foot Movement</b> - Use of leg and / or foot to operate machinery	<b>Not Applicable</b>
<b>Climbing (stairs/ladders)</b> - Ascend / descend stairs, ladders, steps	<b>Infrequent</b>
<b>Lifting / Carrying</b> - Light lifting & carrying: 0 - 9 kg	<b>Occasional</b>
<b>Lifting / Carrying</b> - Moderate lifting & carrying: 10 - 15 kg	<b>Infrequent</b>
<b>Lifting / Carrying</b> - Heavy lifting & carrying: 16kg & above	<b>Infrequent</b>
<b>Reaching</b> - Arms fully extended forward or raised above shoulder	<b>Infrequent</b>
<b>Pushing / Pulling / Restraining</b> - Using force to hold / restrain or move objects toward or away from the body	<b>Occasional</b>
<b>Head / Neck Postures</b> - Holding head in a position other than neutral (facing forward)	<b>Infrequent</b>
<b>Hand &amp; Arm Movements</b> - Repetitive movements of hands and arms	<b>Frequent</b>
<b>Grasping / Fine Manipulation</b> - Gripping, holding, clasping with fingers or hands	<b>Frequent</b>
<b>Work At Heights</b> - Using ladders, footstools, scaffolding, or other objects to perform work	<b>Not Applicable</b>
<b>Driving</b> - Operating any motor powered vehicle	<b>Not Applicable</b>
<b>PHYSICAL DEMANDS</b>	<b>FREQUENCY</b>
<b>Sight</b> - Use of sight is an integral part of work performance e.g. computer screens	<b>Constant</b>
	<b>Choose an item.</b>
<b>Hearing</b> - Use of hearing is an integral part of work performance e.g. Telephone enquiries	<b>Constant</b>
<b>Smell</b> - Use of smell is an integral part of work performance e.g. Working with chemicals Not	<b>Not Applicable</b>
<b>Taste</b> - Use of taste is an integral part of work performance e.g. Food preparation Not	<b>Not Applicable</b>
<b>Touch</b> - Use of touch is an integral part of work performance	<b>Not Applicable</b>
<b>PHYSICAL DEMANDS</b>	<b>FREQUENCY</b>
<b>Distressed People</b> - e.g. Emergency or grief situations	<b>Infrequent</b>
<b>Aggressive &amp; Uncooperative People</b> - e.g. drug / alcohol, dementia, mental illness	<b>Infrequent</b>
<b>Unpredictable People</b> - e.g. Dementia, mental illness, head injuries	<b>Infrequent</b>
<b>Restraining</b> - involvement in physical containment of patients / clients	<b>Not Applicable</b>
<b>Exposure to Distressing Situations</b> - e.g. Child abuse, viewing dead / mutilated bodies	<b>Not Applicable</b>
<b>PHYSICAL DEMANDS</b>	<b>FREQUENCY</b>
<b>Dust</b> - Exposure to atmospheric dust	<b>Infrequent</b>
<b>Gases</b> - Working with explosive or flammable gases requiring precautionary measures	<b>Not Applicable</b>
<b>Fumes</b> - Exposure to noxious or toxic fumes	<b>Not Applicable</b>
<b>Liquids</b> - Working with corrosive, toxic or poisonous liquids or chemicals requiring PPE	<b>Not Applicable</b>
<b>Hazardous substances</b> - e.g. Dry chemicals, glues	<b>Not Applicable</b>
<b>Noise</b> - Environmental / background noise necessitates people raise their voice to be	<b>Infrequent</b>

heard	
<b>Inadequate Lighting</b> - Risk of trips, falls or eyestrain	<b>Infrequent</b>
<b>Sunlight</b> - Risk of sunburn exists from spending more than 10 minutes per day in sunlight	<b>Not Applicable</b>
<b>Extreme Temperatures</b> - Environmental temperatures are less than 15C or more than 35C	<b>Not Applicable</b>
<b>Confined Spaces</b> - areas where only one egress (escape route) exists	<b>Infrequent</b>
<b>Slippery or Uneven Surfaces</b> - Greasy or wet floor surfaces, ramps, uneven ground	<b>Not Applicable</b>
<b>Inadequate Housekeeping</b> - Obstructions to walkways and work areas cause trips and falls	<b>Infrequent</b>
<b>Working At Heights</b> - Ladders / stepladders / scaffolding are required to perform tasks	<b>Not Applicable</b>
<b>Biological Hazards</b> - e.g. exposure to body fluids, bacteria, infectious diseases	<b>Not Applicable</b>