

## Position Description | Quality and Education Coordinator

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<b>Position Title:</b>	Quality and Education Coordinator
<b>Department/ Division:</b>	Residential Care
<b>Reports To:</b>	Facility Manager
<b>Direct Reports:</b>	Nil
<b>Industrial Instrument:</b>	[industrial instrument]
<b>Pay Classification:</b>	[pay classification]

### Position Summary

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The Quality and Education Coordinator is responsible for coordinating and facilitating evidence-based, best practice clinical and non-clinical education and training programs that meet the organisations compliance obligations and increase the skills of SCCT employees.

Reporting to the Facility Manager and working closely with the Quality and Education Manager the QEC will play a vital role at the service to ensure all employees have the knowledge and skills required to provide evidence based best-practice care to older people. The QEC will be responsible for ensuring that employees have the knowledge and skills for the practical application of policy, procedures to ensure compliance with regulatory requirements, maintenance of accreditation standards and Infection and Prevention Control Compliance.

### Key Responsibilities

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#### Key responsibilities

##### Quality and Compliance

- Support the Quality and Education Manager and Facility Manager to implement policies, procedures and best practice protocols to maintain the highest standards of clinical care and compliance with relevant industry and regulatory stipulated standards.
- Foster a culture of continuous improvement through innovative and sustainable clinical and non-clinical education and training programs
- Support the Facility Manager and Care Manager with development of written and verbal reports for the clinical committee around clinical data indicators, employee competency, mandatory training, ad-hoc training and infection prevention and control status at relevant service
- Review clinical data indicators and incidents to assist in identifying current or emerging trends that require continuous improvement activity, employee education or change in practice to improve care outcomes
- Participate in mock accreditation audits and prepare staff for clinical compliance and accreditation visits.



## Clinical Education and Training

- Implement prepared education and training plans and resources within approved budgets under the guidance of the Facility Manager and Quality and Education Manager
- Implement the clinical education program and provided input and feedback into its development and continued evaluation
- Support the Facility Manager to achieve 100% compliance with mandatory training
- Support the Quality and Education Manager and Learning and Development Team with induction and orientation processes for new staff addressing the legislated mandatory requirements
- Ensure training systems, registers and databases are maintained and up to date.
- Implement competency/skills assessment processes at the service to ensure that all direct care employees complete assessments as and when required, are competent, or are supported to achieve competence where required
- Report any evidence of skills or knowledge deficits observed during competency and skills assessments to the Facility Manager in a timely manner to ensure staff have the knowledge and skills required to provide the highest quality care to older people
- Provide direct and indirect supervision and support to students on placement at the service from approved Colleges, Universities and RTOs
- Provide regular reporting and analysis of education and training activities delivered at the service to the Facility Manager and Quality and Education Manager
- Identify education and training opportunities based on feedback from employees and customers, clinical indicator trends, incident trends analysis and work the with Quality and Education Manager to implement training programs to address these observations.
- Participate in, and support of, clinical research programs at the service.

## Infection Prevention and Control

- Support the Quality and Education Manager and Facility Manager to implement organisational infection prevention and control policies and procedures.
- Deliver clinical education and training around infection prevention and control
- Work collaboratively with local IPC Leads in outbreak management and compliance, particularly to increase employee knowledge and skill where opportunities are identified by the IPC Lead
- Complete IPC competency assessment with employees and report any evidence of skills or knowledge deficits observed during competency assessments to the Facility Manager in a timely manner to ensure staff have the knowledge and skills required to maintain a high level of IPC at the service

## Resident and Client Safety

- Partake in critical thinking and analysis, clinical quality assurance, best practice guidance and clinical service value propositions to meet the clinical care needs and services that older people require, while supporting the service to meet established benchmarks

- Collaborate with relevant stakeholders such as industry experts to ensure utmost quality clinical care provision for residents and clients
- Monitor older peoples safety and welfare addressing issues where relevant, or escalating concerns in a timely and appropriate manner to the Facility Manager.

**Other:**

- Ensure continued participation in ongoing professional self-development, maintenance of knowledge and skills relevant to the position
- Maintain the customer service culture, and present professionally to all people at all times
- Maintain and promote the reputation of SCC (Tasmania) inc. as a quality organisaion.
- Communicate and interact with all stakeholders in a dignified and respectful manner


## Key Performance Indicators

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- **KPI Point 1:** Policies and procedure are applied consistently at the service
- **KPI Point 2:** Implementation and delivery of the clinical education program at the service
- **KPI Point 3:** Implementation and delivery of the annual training plan and calendar, in accordance with required timeframes and clinical governance framework
- **KPI Point 4:** All new employees attend central induction and orientation programs
- **KPI Point 5:** Education and training programs are regularly evaluated and feedback provided to key stakeholders for adjustment where required
- **KPI Point 6:** Information required for training activities report is provided to the Quality and Education Manager
- **KPI Point 7:** Evidence of best practice and high standards in infection prevention and control
- **KPI Point 8:** Maintain the employees skill competency assessments

## Southern Cross Care Values

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 <b>Compassion</b>	<ul style="list-style-type: none"> <li>▪ We respond willingly and positively to help meet the needs of those around us.</li> <li>▪ We promote a sense of belonging and community.</li> <li>▪ We demonstrate and foster empathy and sensitivity towards residents, clients, their families, our colleagues, and the whole community.</li> </ul>
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 <b>Integrity</b>	<ul style="list-style-type: none"> <li>▪ We look for the good in all people and recognize the contribution of each individual as we work together.</li> <li>▪ We demonstrate honesty and trustworthiness in all that we do.</li> <li>▪ We are conscientious and ethical in our decision making and take responsibility for our own actions.</li> </ul>
 <b>Respect</b>	<ul style="list-style-type: none"> <li>▪ We believe in the sanctity of life and that each life is unique and has special individual worth and dignity.</li> <li>▪ We recognise and respect individuality and diversity.</li> <li>▪ We treat all people with courtesy and respect regardless of gender, ethnic background, religious belief, or economic circumstances.</li> <li>▪ We manage our resources wisely to minimize the impact on the environment.</li> </ul>

## Selection Criteria

<p style="text-align: center;"><b>Essential</b></p>	<ul style="list-style-type: none"> <li>▪ Demonstrated high level of communication skills (written and verbal) with high level interpersonal skills</li> <li>▪ Demonstrated ability to work autonomously, think critically problem solve and make sound clinical decisions</li> <li>▪ Demonstrated understanding of evidence-based practice and contribution to best practice models of care/principles</li> <li>▪ Highly developed interpersonal skills with a demonstrated ability to work effectively in a multi-disciplinary team</li> <li>▪ Registered Nurse with the Australian Health Practitioner Regulation Agency (AHPRA)</li> </ul>
<p style="text-align: center;"><b>Desirable</b></p>	<ul style="list-style-type: none"> <li>▪ Understanding of the aged care industry with practical experience in the sector.</li> <li>▪ Infection Prevention and Control Lead</li> <li>▪ Certificate IV in Training and Assessment</li> </ul>
<p style="text-align: center;"><b>Special Employment Conditions</b></p>	<ul style="list-style-type: none"> <li>▪ Required to provide a satisfactory National Criminal History Record (Police Check) that is not more than three months old on employment and that complies with the requirements of the Aged Care Act 1997 prior to commencement of employment.</li> <li>▪ Must hold a valid registration to work with vulnerable people with a NDIS endorsement as this is a condition of registration for all NDIS providers under the NDIS Act 2013 and SCC Safety Screening Policy.</li> <li>▪ Required to sign the organisation's Confidentiality Agreement</li> </ul>

## Work Health and Safety Requirements and Continuous Improvement

Maintain a safe working environment and adopt safe work practices by:

- Take reasonable care of your own safety.

- Take reasonable care that your actions do not adversely affect the health and safety of others.
- Comply with reasonable management instructions, by SCC, to allow SCC, to comply with the Work Health and Safety Act, 2012.
- Cooperate with any reasonable policy or procedure relating to the health or safety at the workplace that has been notified to workers.

## Authorisation

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CEO/Manager Signature		Date	
Employee Signature		Date	