

Position Description – Risk and Compliance Coordinator

Position	Risk and Compliance Coordinator
Classification	HS4
Award	Health and Allied Services, Managers and Administrative (Victorian Public Sector) Single Interest Employers) Enterprise Agreement Workers 2021-2025
Reports to	Quality Manager
Direct reports	NIL
Key relationships	Quality Manager, Corporate Services Team, all departments, external stakeholders
Hours of Work	Flexible and as per individual contract of employment

About Rural Northwest Health:

Rural Northwest Health employs 290 team members across the campuses of Warracknabeal, Beulah and Hopetoun. The organisation has a total of 90 residential aged care (RAC) beds, including 15 in the award-winning memory support unit, 16 acute beds and all three centres have a broad range of community health services keeping our community well at home. The population of the communities served by Rural Northwest Health is approximately 5000 people within the Yarriambiack Shire.

Rural Northwest Health is focused on caring and supporting people to be healthy and living a full life. Our organisation is committed to delivering our strategic goals for 2020 - 2025:

- Our care – we will focus on safety, quality and accessibility in delivering healthcare across our community.
- Our team – we will focus on our culture, skilling our team and ensure we have effective and fit for purpose systems to make RNH an impactful and progressive organization.
- Our partnerships – we will focus on collaboration both within and beyond the healthcare sector to meaningfully engage with our communities.

OUR VISION

Strong, healthy, vibrant rural communities.

OUR MISSION

To promote wellness, enhance health, and support healthy ageing.

WHAT DEFINES US



We are committed to excellence



We listen and collaborate



We are caring and connected



We are friendly and enjoy our work



We are lifelong learners

Position summary:

The purpose of this position is to

- Develop, implement, support and monitor the organisational enterprise risk management processes
- Enhance, implement, and maintain the RNH risk register
- Ensure legislative compliance within Rural Northwest Health in all areas of the organisation
- Ensure accreditation cycles and processes within Rural Northwest Health are developed and maintained.
- Support the development of a quality and compliance culture across the organisation

The position reports to the Quality Manager and works closely with the Executive team to ensure delivery and achievement of the RNH 2020- 2025 Strategic Plan.

Key responsibilities:

Risk Management:

Ensure the development, implementation and maintenance of an enterprise risk management program and appropriate benchmarking for clinical and nonclinical services by:

- Identification and assessment of new risks and initiating strategies to minimise risk across the health service.
- Develop the risk management framework across the organisation that is consistent with best practice and standards
- Taking a lead role in risk management awareness while assisting with the development, enhancement and implementation of appropriate risk management policies, procedures and systems.
- Demonstrating understanding of key risks related to the provision of healthcare and the management of risks.
- Demonstrating knowledge of an organisational risk register and the hierarchy of controls.
- Promoting understanding and organisational awareness of risk management, including delivery of risk management training and workshops.
- Monitoring high and significant risks regularly ensuring risk management strategies are appropriate and in place which are monitored and evaluated regularly.
- Develop, implement and monitor an organisational approach to legislative changes, and assist in the assurance that any changes are implemented to a level that's compliant
- Maintain filing and office systems in an orderly, user-friendly fashion and ensure all records are up-to-date, and that sensitive and confidential information is securely and appropriately handled

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Key position accountabilities:

Leadership, Communication and Stewardship

- Influences other team members to bring their best by providing encouragement and being thankful.
- Speaks with others respectfully and in a way they can understand.
- Recognises when a person has communication needs beyond own skills and finds help.
- Acts in a way that values diversity.
- Takes care when using physical resources and environment.

Quality and Improvement:

- Takes pride in a personal presentation.
- Works consistently in line with policies, practice standards and work plans.
- Maintains quality of own work.
- Asks for help and guidance when tasks are outside experience and competence.
- Supports others to achieve team goals.
- Makes changes in own work practice and offers suggestions to improve services and care.
- Understands and acts according to role to achieve the Aged Care Standards &/or National Standards as appropriate.

Personal and professional development:

- Keeps up to date with mandatory education requirements for the role.
- Maintains practice within framework established by legislation, national and state policy.
- Recognises areas of strength and areas for development.
- Takes part in personal development plans with manager &/or educator.
- Participate in essential or mandatory training annually.
- Shares knowledge willingly.

Health and Safety:

- Acts in a way that maintains physical and psychological health and safety for self and others.
- Adheres to safe work practices relevant to the role.
- Promptly reports issues that might put self or others at risk, incidents & near misses and responds appropriately to risks and reports from others appropriate to role.
- Is kind to self and others.
- Contributes to a positive team environment by speaking in a courteous and respectful manner at all times.
- Knows what to do in an emergency relevant to role.

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Information management:

- Communicates accurate and relevant information to appropriate people and in line with the organisational policy & Procedure.
- Is able to access, send and receive email, use Kronos rostering system relevant to role and locate key policies, protocols and resources via the intranet.
- Uses social media responsibly and respectfully at all times.
- Complies with legislative requirements related to documentation and information pertaining to consumers, team members and the operations for all Rural Northwest facilities.
- Utilises information technology as appropriate in the performance of the role.

Key selection criteria:

- Demonstrated experience, high-level working knowledge and understanding of risk management, accreditation standards.
- Understanding of health legislation and requirements
- Ability to manage competing priorities and respond to emerging needs.
- Experience with data systems – VHIMS and PROMPT.
- Ability to negotiate with people at all levels both internal and external.
- Lead change in a complex environment.
- High level written and verbal skills.

Advantageous / Highly desirable

- A relevant post graduate qualification or working towards.
- Experience in Legislative Compliance.

Certificates, Licenses and Registrations

- Current satisfactory Employee police check (dated within 12 months of commencement date).
- Current Employee Working with Children Check.
- Current driver license.

Other requirements:

Must provide current evidence of immunisation history and/or serology results

Employee declaration

I declare that I understand the position description and the requirements of this position. I declare that I have the capabilities to fulfil the key responsibility areas of this position.

I understand that the information provided in this document is a general outline and does not encompass all aspects of the position.

Employee signature _____

Employee name (please print) _____ Date _____/_____/_____