

POSITION DESCRIPTION

Overview of Northside Community Service:

Northside Community Service is a leading provider of community services. We are committed to delivering exceptional care standards and embracing diversity within our community. Our aim is to enhance the well-being and quality of life of all our clients.

Position Title: Clinical Compliance & Quality Lead – Aged & Community Care

Classification Level: Community Service Worker Classification Level 6 (as per Northside’s Enterprise Agreement)

Reports To: General Manager – Operations

POSITION OBJECTIVE

The Clinical Compliance & Quality Lead is responsible for ensuring the highest standards of clinical governance, compliance, and quality assurance across Northside’s Aged & Community Care in-home services. This role oversees direct clinical service delivery, ensures compliance with Aged Care Quality Standards, and provides leadership in risk management and continuous improvement. The role also supports the workforce by mentoring and providing guidance on best-practice care.

This role requires an experienced clinician with a strong background in compliance, aged care governance, and direct service provision to maintain and enhance the quality of care provided to clients.

KEY RESPONSIBILITIES AND DUTIES

Clinical Compliance & Governance

- Ensure all services align with Aged Care Quality Standards, legislative requirements, and best-practice clinical care models.
- Maintain oversight of clinical governance, ensuring risk management, incident reporting, and continuous quality improvement initiatives are effectively implemented.
- Lead accreditation and compliance audits, ensuring readiness and adherence to regulatory requirements.
- Develop, implement, and regularly review policies and procedures to ensure compliance with aged care regulations and funding requirements.

Client Assessment & Care Planning

- Undertake comprehensive client assessments to develop tailored care plans in collaboration with clients, representatives, and relevant stakeholders.

- Monitor and review care plans regularly to align with evolving client needs, conducting routine home visits for ongoing assessment.
- Collaborate with clients, families, and healthcare professionals to collect essential information for accurate assessments and personalised care planning.
- Ensure assessments and care planning processes adhere to funding guidelines and budgetary constraints while prioritising person-centred care.

Clinical Oversight & Direct Care Services

- Provide direct skilled nursing care in the community, ensuring high-quality clinical service delivery.
- Oversee the coordination of in-home support services, including personal care, nursing, and allied health services.
- Conduct regular audits and reviews of care provision to ensure safe and effective service delivery.
- Monitor clinical documentation to ensure accuracy, compliance, and appropriate risk management.
- Support and mentor care staff in best-practice clinical decision-making and compliance with quality standards.

Stakeholder Engagement & Service Coordination

- Collaborate with internal teams, including quality, compliance, and rostering, to ensure efficient service delivery and optimal client outcomes.
- Establish strong communication with external service providers to facilitate seamless coordination of care.
- Advocate for clients, ensuring their rights, preferences, and choices are upheld within their care planning and service provision.

Continuous Improvement & Reporting

- Regularly oversee client progress, making adjustments to care plans as necessary.
- Conduct routine assessments to evaluate the effectiveness of care and implement improvements as required.
- Maintain accurate and up-to-date records of client assessments, care plans, and ongoing communications.
- Prepare reports for internal and external stakeholders, providing insights into compliance, clinical quality, and service delivery outcomes.

Additional Responsibilities

- Undertake other duties as required to support the overall objectives of the organisation.

ESSENTIAL SKILLS, KNOWLEDGE AND EXPERIENCE

Essential:

- Current **Registered Nurse (RN)** qualification with AHPRA registration.

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- Extensive experience in aged care, clinical governance, compliance, and direct service provision within in-home care environments.
- Strong knowledge of **Aged Care Quality Standards**, compliance frameworks, and best-practice aged care models.
- Proven experience in mentoring staff and implementing quality improvement initiatives.
- Excellent stakeholder engagement skills, with the ability to liaise with clients, families, regulators, and multidisciplinary teams.
- Strong problem-solving and decision-making skills, with a commitment to person-centred care.
- Proficiency in clinical documentation, risk management, and reporting systems.

Desirable:

- Experience in managing accreditation and external audits.
- Understanding of funding and service models within Commonwealth Home Support Programme and Home Care Packages.

QUALIFICATIONS AND/OR TRAINING

- Current **Registered Nurse (RN)** qualification with AHPRA registration.
- Full and valid driver’s licence.
- Full time access to a comprehensively insured car.

PHYSICAL REQUIREMENTS/ WORK ENVIRONMENT

- Primarily office-based but includes travel to various service locations.
- Occasional lifting and manual handling tasks.
- Flexibility to work evenings, weekends, and public holidays as required.

General Employment Information:

Northside Community Service is committed to creating a child-safe, diverse, and equitable environment. We adhere to strict safety and anti-discrimination policies and encourage applications from diverse community groups. All employees must comply with our Code of Conduct, Health, and Safety policies and are subject to national police checks and appropriate screenings.

Signature

The employee signature below indicates the employee's understanding and acceptance of this position description.

Employee Name		Date	
Employee Signature			

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