



Quality Assessors (Regulation/Compliance)

Quality Assessment and Monitoring Group
Fulltime - Ongoing/Non-Ongoing

Adelaide, Brisbane, Canberra, Melbourne, Sydney, Hobart

Are you looking to make a real difference to the quality of care provided to older people, like travel and thrive in a varied and challenging work environment?

We have exciting employment opportunities for the right people to become members of our highly skilled team of field officers who are responsible for the assessment and monitoring of the performance of aged care services. Employment at the Commission offers generous employment conditions and career pathways both internally and externally, supported through our commitment to the development of staff capabilities that are sought after by other public sector regulators.

About the Commission

Roles at the Commission provide the opportunity to contribute to building a world's best practice regulator of aged care services.

The Commission the national end-to-end regulator of aged care services and the primary point of contact for consumers and providers in relation to quality and safety. Our vision is to support a world-class aged care system driven by empowered consumers who enjoy the best possible quality of life.

We aim to build confidence and trust in aged care, empower consumers, promote best practice service provision, promote quality standards and hold providers to account for their performance against the expected standards of care. We seek to promote an aged care system that develops safer systems of care, inculcates a culture of safety and quality, and learns from mistakes, while providing the oversight that can assure the community that aged care services are operating as they should, including working on continuous improvement.

Meet some of our people and learn more about the Commission and our Regulatory Strategy on our website www.agedcarequality.gov.au

About the Roles

We are looking for the right people to join our high performing team who are responsible for the assessing and monitoring the performance of individual aged care providers compliance (residential, home care and flexible care) against the Aged Care Quality Standards.

Quality Assessors roles are predominantly field based positions with overnight travel commonly required with assessors undertaking visits to aged care services across each state and territory. Flex-time is available to support management of the travel expectations of the role.

Becoming a registered Quality Assessor is an essential requirement. Successful candidates will be provided with a comprehensive training program leading to registration as Registration as a Quality Assessor.

Primary Role Duties include

- Undertaking visits to aged care services, either as part of a team or individually, to assess the service's performance against and compliance with the Aged Care Quality Standards.
- Engaging with aged care service providers to find and collect information/evidence, actively following through on lines of enquiry, including conducting interviews with service staff and management, to support our regulatory/compliance functions.
- Conducting interviews with consumers and/or their representatives about the quality of care and services provided by an aged care service either in person or on the telephone.
- Collecting and analysing evidence to record performance audit & assessment findings in written reports, using the Commission's IT applications.
- Preparing well-reasoned and accurate reports for a delegate, which may be published, on your assessment of the quality of care and services provided by a service to inform statutory decisions within legislated timeframes.

Applicants must be able to demonstrate the following specific capabilities*:

- Critically analyse information to prepare comprehensive, evidence-based reports which clearly and concisely document the reasoning and recommendations.
- Understand and identify risk and potential harms in an aged care service and then escalate findings within a risk management framework.
- Demonstrated ability to effectively manage interpersonal relationships with respect and communicate with influence with internal and external stakeholders.
- Work effectively as a team member and/or team leader to accomplish organisational goals, this may include mentoring other staff.
- Understand and comply with legislative, policy and regulatory frameworks, in particular Aged Care Quality and Safety Commission Act and Rules 2018 and the Aged Care Quality Standards, or be able to demonstrate a capacity to quickly acquire this knowledge.
- Be an effective representative of the organisation, acting professionally (including adhering to APS Values & Code of Conduct and the Commission's Quality Assessor Code of Conduct) and operating within the boundaries of organisational processes and legal and public policy directions.

***Note:** All APS6 employees and contractors are expected to meet the APS6 level capabilities outlined in the APS Integrated Leadership System and it is recommended that applicants familiarise themselves with the behavioural expectations outlined in this framework to support preparation of an application. The Australian Public Service Commission provides useful information on how to apply for a job in the APS

Travel Expectations: Extensive travel within each state is an inherent requirement of the role. Travel requirements involve overnight travel each week or fortnight. Applicable travel expenses are covered under the Commission's travel policy. A current driver's licence is essential to support the travel expectations of the role.

Only candidates who hold Australian citizenship can apply. For more information please visit <https://www.apsc.gov.au/citizenship-aps>.

Appointment is also conditional on:

- Successfully completing a national police check
- Providing evidence of having had a seasonal influenza vaccination
- Being able to meet the travel expectations of the role

Becoming a registered Quality Assessor is an essential requirement of this role. Your employment with the Aged Care Quality and Safety Commission is conditional on the successful completion of the comprehensive training program leading to registration as Registration as a Quality Assessor

Salary offered will be between \$83,600 and \$94,275 per annum depending on skills and experience. In addition, 15.4% superannuation will be paid.

Non-ongoing opportunity will be offered for an irregular/intermittent term. Opportunities will be offered for varying periods up to 18 months with a possibility of extension to a maximum of three years.

Merit Pool established through this selection process may be used to fill this or future vacancies on a non-ongoing or ongoing basis.

Employment Conditions and Benefits are outlined in the Commission's Enterprise Agreement and supporting policies.

The diversity of our staff is very important to us. We welcome and actively encourage applications from people with disability, women, and people with culturally and linguistically diverse backgrounds. We recognize the richness of Aboriginal and Torres Strait Islander cultures and the unique knowledge Aboriginal and Torres Strait Islander employees bring to our workplace, policy development and service delivery. We welcome and actively encourage applications from Aboriginal and Torres Strait Islander people.

How to apply?

Your application will be assessed on your ability to demonstrate that you possess, or have the potential to quickly acquire, the required skills, knowledge, experience and qualifications to perform the role as outlined above. You will be required to provide a response against the 3 questions below in your online application (to a maximum of 1500 words in your total response):

Q1: Provide an example of where you have undertaken a quality audit, assessment, investigation or similar activity, which demonstrates your claim against the Quality Assessor role and the required capabilities, as described above.

Q2: Provide an example where you identified a significant risk, then describe how you applied an organisations risk management framework to respond to and mitigate that risk.

Q3: Describe a situation where there was conflict with a key stakeholder and describe your role in resolving the conflict to achieve a suitable outcome.

Complete your application on line at"

<https://www.agedcarequality.gov.au/about-us/employment/positions-vacant> by 12midnight (local time) on Wednesday 3 March 2021.

Contact Officer:

Please contact our recruitment team on (02) 9633 3262 or hrservices@agedcarequality.gov.au for assistance with accessing our website or with lodging your application. Specific questions about the role can be directed to Roberta Flint at by emailing roberta.flint@agedcarequality.gov.au with Position title in the subject line.

Only completed applications will be accepted i.e. a completed application form, a current resume and you have addressed the above required responses including adhering to the word limit.

Further information:

For further information about the Quality Commission, office locations and other related resources, please visit <https://www.agedcarequality.gov.au/>.

For more information on the Australian Public Service, please visit:

<http://www.apsc.gov.au/publications-and-media/current-publications/cracking-the-code/factsheet-4>

and

<http://www.apsc.gov.au/publications-and-media/current-publications/cracking-the-code>.

Closing Date: 3 March 2021

WEB LINK