



Australian Government

Aged Care Quality and Safety Commission

Quality Assessor (Auditor)

APS6 - Ongoing and Non-Ongoing - Melbourne, Brisbane, Adelaide, Perth, Hobart, Canberra, Parramatta (NSW)

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 over-night travel commonly required with assessors undertaking visits to aged care services across each state and territory.

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*:

- 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.
- Critically analyse information, including and communicate key points clearly and succinctly both orally and in writing
- 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.
- Understand and identify risk and potential harms in an aged care service and then escalate findings within the Commission's Regulatory Risk Management Framework.
- Work effectively as a team member and/or team leader to accomplish organisational goals, this may include mentoring other staff.

Eligibility: Only candidates who hold an Australian citizenship can apply. Refer to the Department of Immigration and Border Protection website www.border.gov.au for further information.

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

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

The Commission is committed to fostering a workplace with flexible work arrangements to support a diverse, respectful and inclusive culture.

Aboriginal & Torres Strait Islander people are actively encouraged to apply for these positions, as are people living with a disability, people from culturally and linguistically diverse and/or gender diverse backgrounds.

Salary: The salary ranges from \$83,600 to \$94,275 plus 15.4% superannuation.

How to apply?

Click on the **POSITION WEB LINK** button below for further information about this position and **how to apply**.

Please clearly state in the application you preferred location(s) for employment.

Note: Applicants must be available for interview in December and available for commencement mid-January 2021.

For enquiries, please contact Eileen Marx- Administration Officer on (07) 3739 9323

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: about the Aged Care Quality and Safety Commission can be found on our website at www.agedcarequality.gov.au

Closing date: 12midnight (local time) on Wednesday 2 December 2020.

**POSITION
WEB LINK**