



## **POSITION DESCRIPTION**

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| <b>Classification:</b>  | APS6   |
| <b>Job Titles:</b>      | Senior Quality Assessor  |
| <b>Group:</b>           | Quality Assessment and Monitoring Group  |
| <b>Locations:</b>       | Sydney (Parramatta), Melbourne (Box Hill), Brisbane (Bowen Hills),<br>Adelaide (Grenfell Street), Perth (Osborne Park), Canberra (Rudd Street) |
| <b>Status:</b>          | Non-ongoing  |
| <b>Employment Type:</b> | Full-time  |
| <b>Reporting to:</b>    | Assistant Director (EL1)   |

The Aged Care Quality and Safety Commission is seeking to fill full-time Non-ongoing Senior Quality Assessor positions in Sydney, Melbourne, Brisbane, Adelaide, Perth and Canberra.

Senior Quality Assessors are responsible for conducting accreditation audits, assessments and reviews for residential aged care facilities, home care services and flexi-care services. Assessments are made against Aged Care Quality Standards and successful candidates will be provided with a training program that is internationally accredited by the International Society for Quality in Healthcare, (ISQua) leading to registration as a Quality Assessor. These roles require regular travel away from the office during the middle of the week, most weeks.

The Aged Care Quality and Safety Commission (the Commission) formed on 1 January 2019. Our role is to protect and enhance the safety, health, well-being and quality of life of people receiving aged care. These roles will support the regulatory oversight and accreditation of aged care services and come with an attractive salary and superannuation package.

### **Key Duties and Accountabilities of a Quality Assessor:**

- Represent the Commission with credibility and professionalism;
- Assess the quality of care and services provided through aged care services against the Aged Care Quality Standards;
- Interview consumers and their representatives about the quality of care and services provided by an aged care service;
- Collect, synthesize, and analyse evidence to make findings and recommendations;
- Interpreting the Aged Care Quality and Safety Commission Rules 2018 and other relevant legislation, standards and industry information;
- Prepare accurate reports to inform statutory decisions;
- Work effectively as a team member and team leader to accomplish organisational goals;
- Mentor other staff and share information for the purpose of ensuring knowledge transfer and consistency of understanding regarding the applicable standards, operating procedures and organisational goals;
- Travel regularly within your State/Territory and across Australia;



- Manage internal and external stakeholder relationships effectively and influence outcomes positively through those relationships;
- Adhere to the Commission's Quality Assessor Code of Conduct; and
- Become registered and maintain registration as a Quality Assessor under the Aged Care Quality and Safety Commission Rules 2018.

### **Eligibility:**

Only candidates who hold an Australian citizenship can apply. Refer to the Department of Immigration and Border Protection website [www.border.gov.au](http://www.border.gov.au) for further information. Appointment is conditional on successfully completing a national police check.

The Commission encourages people with the following backgrounds and experience to apply:

- Regulatory officers, compliance officers, work health and safety inspectors and human services investigators;
- Health professionals, particularly those with an understanding of the aged care operational environment;
- Aged care professionals with experience in home care, community care and residential care;
- Human service managers, e.g. disability services, indigenous services, services delivered to culturally and linguistically diverse consumers;
- Complaints managers;
- Systems auditors;
- Quality improvement managers.

Successful candidates must have:

- A professional and friendly manner;
- Excellent analytical thinking and report writing skills to inform statutory decisions;
- Intermediate computer skills including the ability to learn and use new systems;
- A willingness to travel each week;
- A current driver's licence.

### **Travel:**

These roles involve regular travel away within each state to aged care services in rural and regional centres. There will be the requirement to undertake consecutive weeknight stays each week or fortnight. This is a requirement of the role and is not negotiable. Applicable travel expenses are covered under the Commission's travel policy.

### **Salary:**

These roles are classified APS6 and as such the range of salary will commence at \$81,961 up to a maximum of \$92,426. The salary offered will be subject to experience of the successful candidate/s and upon registration as a Quality Assessor. In addition, 15.4% superannuation will be paid.



**Diversity:**

The diversity of our staff is very important to us. We welcome and actively encourage applications from people with disability and people with culturally and linguistically diverse backgrounds. We welcome and actively encourage applications from Aboriginal and Torres Strait Islander people.

**Further Information:**

The Aged Care Quality and Safety Commission formed on 1 January 2019. Further information about the Commission can be found at [www.agedcarequality.gov.au](http://www.agedcarequality.gov.au)

**Capabilities for the role:**

A capability summary is detailed below for the APS6 Senior Quality Assessor.

**Capability Summary APS 6 Senior Quality Assessor**

| Capability                                       | Description  | Behaviour Indicators   |
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| <p><b>Job Specific Skills and Experience</b></p> | <p>Job specific requirements:</p> <ul style="list-style-type: none"> <li>• Represent the Commission with credibility and professionalism;</li> <li>• Assess the quality of care and services provided through aged care services against the Aged Care Quality Standards;</li> <li>• Interview consumers and their representatives about the quality of care and services provided by an aged care service;</li> <li>• Collect, synthesize, and analyse evidence to make findings and recommendations;</li> <li>• Interpreting the Aged Care Quality and Safety Commission Rules 2018 and other relevant legislation, standards and industry information;</li> <li>• Prepare accurate reports to inform statutory decisions;</li> <li>• Work effectively as a team member and team leader to accomplish organisational goals;</li> <li>• Mentor other staff and share information for the purpose of ensuring knowledge transfer and consistency of understanding regarding the applicable standards, operating procedures and organisational goals;</li> <li>• Travel regularly within State/Territory and across Australia;</li> <li>• Manage internal and external stakeholder relationships effectively and influence outcomes positively</li> </ul> | <ul style="list-style-type: none"> <li>• Represents the Commission with credibility and professionalism at all times</li> <li>• Ability to investigate, research, and synthesise information to assess the quality of care and services against the applicable standards</li> <li>• Undertakes objective, systematic analysis and draws accurate conclusions based on evidence</li> <li>• Capacity to manage internal and external stakeholder relationships effectively and for organisational advantage</li> <li>• Able to translate the Commission's goals and priorities to daily work activities</li> <li>• Demonstrates integrity with regard to the standards, values and compliance requirements of the position and the Commission</li> </ul> |



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|   | <p>through those relationships;</p> <ul style="list-style-type: none"> <li>• Adhere to the Quality Assessor Code of Conduct; and</li> <li>• Become registered and maintain registration as a Quality Assessor under the Aged Care Quality and Safety Commission Rules 2018.</li> </ul>   |  |
| <p><b>2. Innovation, Personal Drive and Creative Thinking</b></p> | <ul style="list-style-type: none"> <li>• Supports and encourages shared purpose and direction</li> <li>• Thinks strategically</li> <li>• Leverages opportunities for organisational advantage</li> <li>• Demonstrates good judgement in relation to risk management and mitigation</li> </ul>  | <ul style="list-style-type: none"> <li>• Understands, supports and promotes the organisation's vision, mission, business objectives and decisions and the supporting reasoning</li> <li>• Clearly communicates to others the connection between operational activity and organisational goals and objectives</li> <li>• Identifies broader factors, opportunities, trends and influences that may impact on the team's work objectives</li> <li>• Considers the ramifications of issues and risks including the longer-term impact on the work area</li> <li>• Gathers and investigates information from diverse sources and explores new ideas, best practice and different viewpoints</li> <li>• Identifies problems and works to resolve them collaboratively</li> <li>• Thinks laterally, identifies, implements and promotes improved work practices</li> </ul>   |
| <p><b>3. Achieves Results</b></p>                                 | <ul style="list-style-type: none"> <li>• Identifies and uses resources wisely</li> <li>• Applies and builds professional expertise</li> <li>• Responds positively to change</li> <li>• Adapts approach to take advantage of opportunities that may deliver improved outcomes</li> <li>• Takes responsibility for managing work projects to deliver the expected results</li> <li>• Identifies, manages and mitigates risks of part of the work planning and plan implementation process</li> </ul> | <ul style="list-style-type: none"> <li>• Reviews project performance and identifies opportunities for improvement</li> <li>• Manages resources for best value and impact</li> <li>• Makes effective use of individual and team capabilities and negotiates responsibility for work outcomes</li> <li>• Values specialist expertise and capitalises on the knowledge and skills of others within the organisation</li> <li>• Responds in a positive and flexible manner to change and uncertainty, taking advantage of opportunity for improved outcomes</li> <li>• Contributes own expertise to achieve planned and improved outcomes for the business unit</li> <li>• Establishes clear plans and timeframes for project implementation</li> <li>• Shares information with others and assists them to adapt</li> <li>• Sees projects through to completion</li> <li>• Monitors project progress and adjusts plans as required</li> <li>• Delegates appropriately and takes account of the skills and expertise available in work allocation</li> <li>• Commits to achieving quality outcomes and adheres to documented procedures including managing information to legislative and policy requirements</li> <li>• Seeks feedback from supervisors to gauge satisfaction</li> </ul> |
| <p><b>4. Supports productive working relationships</b></p>        | <ul style="list-style-type: none"> <li>• Nurtures internal and external relationships for organisational advantage and improved stakeholder understanding and cooperation</li> <li>• Works to leverage stakeholder relationships for improved compliance outcomes and reduction of risk</li> <li>• Listens to, understands and recognises the needs of others</li> <li>• Builds mutual trust and rapport</li> <li>• Values, individual differences and diversity</li> </ul>                        | <ul style="list-style-type: none"> <li>• Builds and sustains positive relationships with team members, stakeholders and clients</li> <li>• Leverages relationships with stakeholders and clients for organisational benefit and to achieve improved outcomes</li> <li>• Proactively anticipates stakeholder and collegiate needs and expectations and offers assistance to support a mutually beneficial relationship</li> <li>• Actively listens to staff, colleagues, clients and stakeholders, operates inclusively, and recognises and values the contributions of others</li> <li>• Works collaboratively, consults and encourages</li> </ul>   |



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|  | <ul style="list-style-type: none"> <li>• Shares learning, supports others, and mentors and guides others to improved performance</li> </ul>  | <p>diversity of views, shares information, and ensures others are kept informed of issues</p> <ul style="list-style-type: none"> <li>• Recognises the positive benefits that can be gained from diversity</li> <li>• Recognises the different working styles of individuals, and factors this into the management of people and tasks</li> <li>• Tries to see things from different perspectives and understand the motivations and perspective of others</li> <li>• Treats people with respect and courtesy</li> <li>• Identifies learning opportunities for others and delegates tasks effectively</li> <li>• Agrees clear performance standards, provides timely praise, recognition and support, and deals promptly with underperformance</li> </ul>  |
| <p><b>5. Communicates with influence</b></p> | <ul style="list-style-type: none"> <li>• Communicates clearly and succinctly</li> <li>• Demonstrates credibility, professionalism and confidence in communicating all messages including difficult messages</li> <li>• Listens, understands and adapts to audience</li> <li>• Encourages and promotes the benefits of cooperation and different approaches to stakeholders</li> <li>• Negotiates confidently and with critical influence</li> <li>• Demonstrates high quality written ability and understanding of standards, legislation and policy as it relates to the functions of the position</li> </ul> | <ul style="list-style-type: none"> <li>• Confidently presents messages in a clear, concise and articulate manner, including difficult messages, being thoughtful and persuasive</li> <li>• Focuses on key points and uses appropriate, unambiguous language in both verbal and written communications</li> <li>• Seeks to understand the audience and tailors communication style and message accordingly</li> <li>• Selects the most appropriate medium for conveying information and structures written and oral communication to ensure clarity</li> <li>• Listens carefully to others and checks to ensure their views have been understood</li> <li>• Checks own understanding of others' comments and does not allow misunderstandings to linger</li> <li>• Approaches negotiations with a clear understanding of key issues and supports own position with empirical evidence</li> <li>• Understands and seeks the appropriate outcomes</li> <li>• Anticipates and identifies relevant stakeholders' expectations and concerns</li> <li>• Encourages the support of relevant stakeholders</li> </ul> |