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| <b>Classification</b>    | Executive Level 1   |
| <b>Position Title</b>    | Assistant Director Provider Risk Intake and Assessment Team (Intake and operations) |
| <b>Group</b>             | Compliance Management Group (CMG)   |
| <b>Section</b>           | Compliance Case Action  |
| <b>Reporting Manager</b> | Director Provider Risk Intake and Assessment Team                                   |
| <b>Location</b>          | Adelaide, Brisbane, Canberra, Hobart, Melbourne, Sydney and Perth                   |
| <b>Status</b>            | Full-Time, Ongoing/Non-ongoing  |

The Aged Care Quality and Safety Commission (the Commission) was formed on 1 January 2019. The role of the Commission is to protect and enhance the safety, health, wellbeing and quality of life of people receiving aged care.

The Commission is 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.

#### **Purpose of position:**

Working closely with the Director Provider Risk Intake and Assessment Team the position will be responsible for managing a team of Senior Risk Assessment and Analysis Officers and evaluating evidence of non-compliance and making risk-based decisions, to ensure appropriate and proportional regulatory action is undertaken.

#### **Key Accountabilities**

- Manage a team of Senior Risk Assessment and Analysis Officers to deliver the team's Intake, triage and data related functions:
  - ensure key performance indicators are understood and associated goals are met.
  - ensure a high standard of work and conduct in the team.
  - provide ongoing support with more complex regulatory matters and provider engagements.
- Provide timely quality reporting to inform decisions on actions to be taken in response to referrals and transparency over decisions taken.
- Work collaboratively with all areas across the Commission to identify and drive improvement.

- Work with internal and external stakeholders to identify and respond to emerging risks.
- Support staff wellbeing and development with regular conversations and follow-up.
- Champion a continuous improvement mindset.
- Support the Director, Provider Risk Intake and Assessment Team as required.
- Support staff through a significant change process
- Exercise appropriate delegation according to the Commission's financial delegations

### **Essential Requirements:**

- Demonstrated leadership skills in a regulatory environment.
- Demonstrated ability to make risk-based decisions within a legislative framework.
- Demonstrated communication and collaboration skills.
- Analyse information from a range of sources and produce well-reasoned reports/briefings and presentations for a variety of stakeholders.
- Demonstrated ability to build and nurture professional relationships across the government agencies to foster consultation and cooperation.
- Demonstrated stakeholder management skills including the ability to lead meetings with key stakeholders.
- Understand and comply with legislative, policy and regulatory frameworks, such as the Aged Care Quality and Safety Commission Act (2018) and the Aged Care Quality and Safety Commission Rules (2018) and the Aged Care Quality Standards.
- Publicly represent the Aged Care Quality and Safety Commission, acting professionally (including adhering to APS Values & Code of Conduct and operating within the boundaries of organisational processes and legal and public policy directions.

### **Desirable skills and experience:**

- Qualification or experience in Government Investigations

### **Key Relationships:**

#### **Internal:**

- Executive Director, Compliance Management Group
- Directors within Compliance Management Group
- Senior Risk Assessment and Analysis Officers (lead 3-5 direct reports)
- Assistant Directors within Compliance Management Group
- Quality Assessment and Monitoring Group Executive Director and Directors
- Operational Policy and Support Director and Assistant Directors
- All stakeholders in operational areas of the Commission
- Legal Team staff
- Clinical Unit Staff
- Intelligence and Analysis Team

#### **External:**

- Department of Health and Aged Care
- Other government departments (State and Federal)

- Aged Care Peak body representatives
- Approved providers and their representatives
- External consultants

### **ILS Capabilities:**

The APS ILS Framework applies to this position is the [EL1 Integrated Leadership System](#).