



Australian Government

Aged Care Quality and Safety Commission

Serious Incident Response Scheme (SIRS)

Team Leader - Operations – APS6 (Full Time)

(Ongoing - Non-ongoing)

Location: Hobart, Parramatta, Surry Hills, Brisbane, Darwin, Perth, Adelaide, Melbourne and Canberra

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

We have opportunities for the right people to become members of the Aged Care Quality and Safety Commission's (the Commission)'s national Serious Incident Response Scheme.

About the Commission:

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.

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

About our team:

The SIRS is an initiative to help prevent and reduce the risk and occurrence of incidents of abuse and neglect of older Australians receiving Commonwealth-subsidised aged care and services. It commenced in residential aged care on 1 April 2021 and was extended to home services on 1 December 2022.

The SIRS has 2 key components:

- incident management responsibilities
- reportable incident obligations.

The 8 types of reportable incidents that must be reported to the Commission include:

- Unreasonable use of force
- Unlawful sexual contact or inappropriate sexual conduct
- Psychological or emotional abuse
- Stealing or financial coercion by a staff member
- Neglect
- Inappropriate use of restrictive practices

- Unexplained absence from care / missing consumers
- Unexpected death.

The aim of SIRS is to:

- build the capability of providers to prevent or reduce the occurrence of serious incidents and improve quality and safety.
- require providers to review incident information to drive improvements in quality and safety.
- enable the Commission to better detect, triage and respond to risk across all its functions by utilising SIRS notifications alongside the range of intelligence held by the Commission.

SIRS team delivers on the aim by:

- assessing the actual or potential risk to the safety, health, wellbeing and quality of life of a consumer and provider capacity and capability to address the risk.
- acting in a timely, proportionate and coordinated manner if a provider is not demonstrating capability.
- educating providers using the intelligence gathered from notifications.
- ensuring notifications are recorded accurately into the business systems to produce meaningful intelligence.

For more information on the SIRA program go to www.agedcarequality.gov.au/sirs

What you'll do:

Reporting to an Assistant Director (EL1) in the SIRS Operations, you will be responsible for:

- leading a team of 4-5 team members, including exercising HR delegations.
- building and sustaining capability of team members to undertake their roles effectively, efficiently, and safely.
- creating a positive and collaborative culture that encourages and acts on feedback.
- making regulatory decisions as outlined in the operational delegation instrument.
- representing your team in decision making forums internal governance forums to identify and implement improvements to the operation of the SIRA program.
- encouraging innovation and manage and lead team/s through changes in business and process improvement.
- contributing to business planning, design of training, developing job aids and other supports
- build and maintain effective working relationships with other teams in the Commission to identify and respond to risk.

Skills and capability, we need:

- Ability to work in an environment where you are responsible for leading a team responding to sensitive and at times confronting information.
- Demonstrated leadership experience building the capability of team members to undertake their roles effectively, efficiently, collaboratively and safely.
- Experience exercising HR delegation and sound understanding of the Enterprise Agreement and standard guidelines and procedures.
- Sound understanding of the Commission's risk frameworks and guidelines and SIRA specific legislation, guidelines and procedures.
- Demonstrated strong communication skills including, preparing reports and briefings.
- Demonstrated ability to build internal partnerships to deliver on the SIRA program.
- Demonstrated experience inputting into governance forums to identify and implement improvements.
- Demonstrated capability in making regulatory decisions.
- Commitment, energy and drive to see that goals are achieved.

- Ability to remain positive and responds to pressure in a calm manner.

Other considerations when applying:

- Capacity to travel when business needs dictate the requirement
- Willingness be flexible with your working hours to accommodate for varying time zones
- Exposure to or interest in clinical assessment.

Position Notes

- Salary offered will be between **\$89,394 - \$100,849** per annum depending on skills and experience. In addition, 15.4% superannuation will be paid.
- Only candidates who hold Australian citizenship can apply. Appointment is conditional on successfully completing a national police check. For more information please visit www.apsc.gov.au/citizenship-aps
- Non-ongoing opportunity will be offered for an irregular/intermittent term. Opportunities will be offered for varying periods up to 12 months with the option to extend to a total of 24 months.
- Merit Pool established through this selection process may be used to fill this or future ongoing or non-ongoing vacancies.

How to apply?

1. Navigate to 'Current Vacancies' section of the careers page- <https://www.agedcarequality.gov.au/about-us/careers> and locate the relevant job title. All documentation relating to the role and application process will be located here.
2. Click on the job title and at the bottom of the advertisement you will be asked to create an account If you are a first-time user or to sign in to complete your application.
3. As part of your application you will be requested to complete a statement of claim and attach your Resume. Cover letter is optional.
4. Click 'Apply Now' when you are ready to submit your application

In your application, please provide a statement of claims against the eligibility requirement in no more than 600 words, including what strengths you would bring to the role, and a copy of your CV.

Please complete the application and submit by 11:59pm (AEDT) on 4 February 2024.

For further information, please contact Giovanna Stonehouse, Assistant Director, on 03 9100 7018 or via email at Giovanna.Stonehouse@agedcarequality.gov.au.

Only completed applications will be accepted.

Further information:

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 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.

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:

<https://legacy.apsc.gov.au/cracking-code>

Capabilities for the role: The APS ILS Framework applies to this position.

Capability	Description	Behaviour Indicators
Supports Strategic Direction	Supports Shared purpose and direction	Understands, supports and promotes the organisation's vision, mission, and business objectives. Identifies the relationship between organisational goals and operational tasks. Clearly communicates goals and objectives to others. Understands, supports and communicates the reasons for decisions and recommendations.
	Thinks strategically	Understands the work environment and initiates and develops team goals, strategies and work plans. Identifies broader factors, trends and influences that may impact on the team's work objectives. Considers the ramifications of issues and longer-term impact of own work and work area.
	Harnesses Information and Opportunities	Gathers and investigates information from diverse sources and explores new ideas and different viewpoints. Uses experience to analyse what information is important and how it should be used. Maintains an awareness of the organisation and keeps self and others well informed on work issues and finds out about best practice approaches.
	Shows Judgement, Intelligence and common sense	Undertakes objective, systematic analysis and draws accurate conclusions based on evidence. Recognises the links between interconnected issues. Identifies problems and works to resolve them. Thinks laterally, identifies, implements and promotes improved work practices.
Achieves Results	Identifies and uses resources wisely	Reviews project performance and identifies opportunities for improvement. Makes effective use of individual and team capabilities and negotiates responsibility for work outcomes. Is responsive to changes in requirements.
	Applies and builds professional expertise	Values specialist expertise and capitalises on the knowledge and skills of others within the organisation. Contributes own expertise to achieve outcomes for the business unit.
	Responds positively to change	Establishes clear plans and timeframes for project implementation. Responds in a positive and flexible manner to change and uncertainty. Shares information with others and assists them to adapt.
	Takes responsibility for managing work projects to achieve results	Sees projects through to completion. Monitors project progress and adjusts plans as required. Commits to achieving quality outcomes and adheres to documentation procedures. Seeks feedback from supervisor to gauge satisfaction.
Supports productive working relationships	Nurtures internal and external relationships	Builds and sustains positive relationships with team members, stakeholders and clients. Proactively offers assistance for a mutually beneficial relationship. Anticipates and is responsive to client and stakeholder needs and expectations.
	Listens to, understands and recognises the needs of others	Actively listens to staff, colleagues, clients and stakeholders. Involves others and recognises their contributions. Consults and shares information and ensures others are

		kept informed of issues. Works collaboratively and operates as an effective team member.
	Values, individual differences and diversity	Recognises the positive benefits that can be gained from diversity. Encourages the exploration of diverse views and harnesses the benefits of such views. Recognises the different working styles of individuals, and factors this into the management of people and tasks. Tries to see things from different perspectives. Treats people with respect and courtesy.
	Shares learning and supports others	Identifies learning opportunities for others and delegates tasks effectively. Agrees clear performance standards and gives timely praise and recognition. Makes time for people and offers full support when required. Provides constructive and regular feedback. Deals with under-performance promptly.
Displays personal drive and Integrity	Demonstrates public service professionalism and probity	Adopts a principled approach and adheres to the APS Values and Code of Conduct. Acts professionally at all times and operates within the boundaries of organisational processes and legal and public policy constraints. Operates as an effective representative of the organisation in internal forums.
	Engages with risk and shows personal courage	Provides impartial and forthright advice. Challenges issues constructively and justifies own position when challenged. Acknowledges mistakes and learns from them, and seeks guidance and advice when required.
	Commits to action	Takes personal responsibility for meeting objectives and progressing work. Shows initiative and does what is required. Commits energy and drive to see that goals are achieved.
	Promotes and adopts a positive and balanced approach to work	Persists with, and focuses on achieving, objectives even in difficult circumstances. Remains positive and responds to pressure in a calm manner.
	Demonstrates self-awareness and a commitment to personal development	Self-evaluates performance and seeks feedback from others. Communicates areas of strengths and acknowledges development needs. Reflects on own behaviour and recognises the impact on others. Shows commitment to learning and self-development.
Communicates with influence	Communicates clearly	Confidently presents messages in a clear, concise and articulate manner. Focuses on key points and uses appropriate, unambiguous language. Selects the most appropriate medium for conveying information and structures written and oral communication to ensure clarity.
	Listens, understands and adapts to audience	Seeks to understand the audience and tailors communication style and message accordingly. Listens carefully to others and checks to ensure their views have been understood. Checks own understanding of others' comments and does not allow misunderstandings to linger.
	Negotiates confidently	Approaches negotiations with a clear understanding of key issues. Understands the desired outcomes. Anticipates and

		identifies relevant stakeholders' expectations and concerns. Discusses issues credibly and thoughtfully and presents persuasive counter-arguments. Encourages the support of relevant stakeholders.
--	--	---