

Position Description

Role title:	NACAP Quality Officer (NQO)
Employment status:	Full-time
Reports to:	Manager Aged Care Advocacy
Location:	Flexible location (Queensland)
Award classification:	Social, Community, Home Care and Disability Services Industry Award 2010 – Level 6

Purpose of role

The NACAP Quality Officer works closely with Aged Care Advocates, Financial Advocacy Officers, Advocacy Community Network Development Officers, Salesforce Administrators, and Advocacy Managers. This role is responsible for supporting the consistent national implementation of the National Aged Care Advocacy Program (NACAP) requirements.

Responsibilities include providing support in alignment with the National Aged Care Advocacy Framework, National Minimum Data Set (MDS) and all resources on the Advocacy Academy and Aged Care Act hub.

The role reports to and works closely with the Manager, Aged Care Advocacy and maintains a collaborative and productive working relationship with the Executive Management Team and all staff within ADA Australia.

Key Position Duties

- Support advocates to understand all Older Persons Advocacy Network (OPAN) guiding resources and build their capacity to provide effective, and accurate reporting of, information, advocacy, education and events in line with NACAP nationally consistent objectives.
- Support the Manager, Aged Care Advocacy in making organisational service delivery and case-level decisions in line with OPAN guidance, including data application decisions.
- Act as the key liaison to OPAN on behalf of ADA Australia for reporting, MDS and advocacy practice questions.
- Participate in NACAP resource and data design projects, and provide feedback to OPAN on implementation issues, staff experiences or common questions to improve NACAP advocacy and data resources and training.
- Contribute, through knowledge sharing, to key network meetings and communities of practice including Advocacy Operations and Practice group, Salesforce Community of Practice and the NACAP Quality Officer meetings.
- Provide engaging training and support OPAN training for new implementation areas to enhance the confidence of all NACAP staff.
- Provision of accurate quarterly MDS data and monthly monitoring data, if requested.
- Oversee the quality assurance process for data entry (including case notes and presenting issues selection), reporting and the application of all MDS counting rules to ensure national consistent application is reflected at the local level. Attending Salesforce Community of Practice meetings.
- Attend all Advocacy, Operations and Practice Advisory Group virtual and face-to-face meetings (face-to-face meetings are anticipated at two meetings per year) as well as NQO group meetings virtual and face-to-face (two meetings per year).

- Support the transition to the new Aged Care Act and related change management activities for advocacy practice.
- Support advocates in implementing OPAN change requirements through training and guidance.
- Maintain awareness of broader aged care system changes and potential impacts on the NACAP.
- Participate in and contribute to quality improvement programs and activities to work towards maintaining the Quality Management system and Accreditation Standards.
- Ensure that all statutory requirements are met or exceeded (eg. state legislation, federal legislation, funding agreements, other relevant legislation and regulations).
- Maintain up to date knowledge and understanding of the relevant legislation, policies and procedures.
- Participate and contribute in Workplace, Health and Safety activities to ensure a safe work environment for clients, staff, visitors and the community.

Key selection criteria

1. Tertiary qualification in human/community services, or similar, and/or equivalent combination of relevant experience, education and/or training.
2. Proven expertise in supporting aged care consumers and guiding others in NACAP service delivery, supported by comprehensive knowledge of Aged Care advocacy and NACAP requirements.
3. Strong ability to interpret guidelines related to data and best practice service delivery, and effectively communicate this knowledge to others in a clear and straightforward manner.
4. Experience in data management and implementing quality assurance processes to ensure accurate data capture and reporting.
5. Strong administrative and computer skills, including experience working with client and data management systems.
6. High-level planning and organisational and priority-setting skills, with the ability to meet deadlines.
7. Highly developed interpersonal skills, including the ability to communicate, engage, negotiate confidently, and provide mentoring support.

Essential requirements

- Current (less than three (3) years old) pre-employment National Criminal History Certificate and ongoing renewal every 3 years at employee's expense.
- Valid NDIS Worker Screening Clearance (paid workers) at employee's expense.
- Valid Working with Children – Blue Card (paid workers) at employee's expense.
- Current drivers' licence.

Ongoing requirements

- Travel will be required between ADA Australia's Brisbane offices and, occasionally, to regional offices throughout the State. As well as interstate to attend OPAN meetings as required.

ADA Australia strongly recommends that employees have and maintain Covid-19 and influenza vaccination currency in line with current Public Health Directives and organisation policy.