

## POSITION DESCRIPTION

### Aged Care Quality Coordinator

#### ABOUT SPECTRUM

Spectrum Migrant Resource Centre Ltd (Spectrum) is a not-for-profit organisation, delivering culturally appropriate and responsive services to people with migrant and refugee backgrounds predominantly living in the Northwest Metropolitan region of Melbourne. Our service areas include migration and settlement, family relationship and parenting, social and economic inclusion, aged care, disability, and family carers.

**Our Vision** An inclusive Australia, a place where cultural diversity and community connection enhances the lives of all.

**Our Mission** We work together with people from migrant and refugee backgrounds, supporting their aspirations to arrive and settle well, stay connected, age with dignity and shape their own futures.

**Our Purpose** For everyone to 'feel at home'

**Our Values** **Belonging:** We create spaces and foster relationships where people feel seen, heard and accepted.  
**Respect:** We lead with empathy and care, always putting our people first, championing diversity and inclusion.

**Connection:** We work in partnership with people, communities and sectors to foster shared connections for the greatest impact.

**Excellence:** We are transparent, honest and accountable in all that we do.

#### POSITION CONTEXT

The Aged Care Quality Officer plays a vital role in ensuring the delivery of high-quality care and compliance within Spectrum Migrant Resource Centre's aged care services. This position is responsible for managing client feedback processes, driving quality improvement initiatives, conducting audits, and ensuring adherence to policies, procedures, and regulatory standards. The role actively promotes continuous improvement and client engagement while providing essential support to the General Manager of Aged Care and the Head of Quality and Governance in coordinating and implementing quality initiatives and compliance activities.

#### POSITION INFORMATION

<b>Location</b>	Level 5, 61 Riggall Street, Dallas, 3047 or Sunshine
<b>Award</b>	<a href="#">Social, Community, Home Care and Disability Services Award</a>
<b>Classification</b>	Level 5
<b>Employment Period</b>	Fixed term for 2 years
<b>Hours of Employment</b>	Full time or 0.8 part time

## KEY RESPONSIBILITIES

<b>Client Feedback &amp; Engagement</b>	<ul style="list-style-type: none"> <li>• Coordinate and manage the client survey process, including data collection, analysis, and reporting.</li> <li>• Facilitate client communication initiatives and respond to feedback in a timely manner.</li> </ul>
<b>Quality Governance &amp; Improvement</b>	<ul style="list-style-type: none"> <li>• Support the Quality and Clinical Advisory Board (QCAB) through preparation of reports, agendas, and follow-up actions.</li> <li>• Monitor and track Quality Improvement (QI) actions, ensuring timely implementation and documentation.</li> <li>• Coordinate and support the internal audit program, including assisting with audit planning and structure, managing the delivery schedule, drafting audit reports and overseeing outcomes to ensure timely resolution and continuous improvement.</li> <li>• Support the development and use of clear, consistent, and transparent processes and internal controls and compliance.</li> <li>• Regularly review processes and facilities to find opportunities for continuous improvement and take actions as required to implement the agreed changes.</li> </ul>
<b>Policy &amp; Procedure Management</b>	<ul style="list-style-type: none"> <li>• Contribute to the review, development, and implementation of policies and procedures to maintain compliance with aged care standards.</li> <li>• Provide general quality support across the organization, including interpretation and implementation of standards, legislation and guidelines</li> </ul>
<b>Consumer Engagement</b>	<ul style="list-style-type: none"> <li>• Maintain and oversee the consumer engagement framework, ensuring alignment with Aged Care Quality Standards and organizational objectives.</li> <li>• Provide guidance and training to staff on applying the consumer engagement toolkit effectively in day-to-day operations.</li> <li>• Monitor and evaluate engagement activities, ensuring consistent implementation and identifying opportunities for improvement.</li> <li>• Develop resources and processes that support staff in embedding consumer engagement principles into service delivery and quality improvement initiatives.</li> </ul>
<b>Audit &amp; Compliance</b>	<ul style="list-style-type: none"> <li>• Plan, coordinate, and conduct internal audits across aged care services to ensure compliance with Aged Care Quality Standards.</li> <li>• Prepare audit schedules, checklists, and reports; identify gaps and recommend corrective actions.</li> <li>• Follow up on audit findings to ensure timely resolution and continuous improvement.</li> <li>• Maintain accurate records and documentation to support compliance and accreditation requirements.</li> </ul>

## KEY SELECTION CRITERIA

<b>Desirable Qualifications</b>	<ul style="list-style-type: none"> <li>• Certificate IV or Diploma in Quality Management, Health Administration, Aged Care, or a related discipline or equivalent relevant experience</li> <li>• Training or certification in auditing or compliance (e.g., Internal Auditor training) or equivalent relevant experience</li> </ul>
---------------------------------	---

**KEY SELECTION CRITERIA**

<b>Skills &amp; Experience</b>	<ul style="list-style-type: none"> <li>• Knowledge of Aged Care Quality Standards and continuous improvement frameworks.</li> <li>• Experience with quality management systems and data analysis tools</li> <li>• Experience in client engagement strategies including facilitating and running group sessions with consumers to gather feedback and promote engagement and communication best practices.</li> <li>• Ability to analyze data and prepare clear reports.</li> <li>• Proficiency in Microsoft Office Suite and quality reporting software.</li> </ul>
<b>Personal Qualities &amp; Behaviours</b>	<ul style="list-style-type: none"> <li>• High attention to detail and organizational skills.</li> <li>• Person-centred: listens, actively seeks to meet client needs, finds ways to improve services, and committed to delivering high quality outcomes for clients.</li> <li>• Trauma-informed and emotionally regulated: regulates emotions in the face of distressing and alarming circumstances and applies trauma informed practice to all client interactions.</li> <li>• Open to Learning and adaptable: always open to learning opportunities, having a growth mindset and flexible and adaptable to change.</li> <li>• Continuous improvement mindset, using data and evidence to diagnose the opportunity and design the solution.</li> <li>• Team oriented: works well with others, collaborates and shares information, shows respect for others' feelings and ideas, accommodates the different working styles of others and encourages resolution of conflict within the group.</li> <li>• Communication: Strong interpersonal communication skills, including verbal and written communication.</li> </ul>
<b>Mandatory Compliance Documents Required for this position</b>	<ul style="list-style-type: none"> <li>• Clear 'Police Check', within the last twelve months</li> <li>• Current Working with Children Check card</li> <li>• Must satisfy all visa requirements for working in Australia.</li> </ul>

**KEY RELATIONSHIPS**

<b>Department</b>	Quality and Governance Team, Aged Care Staff, Management
<b>Reports to</b>	Head of Quality and Governance
<b>External</b>	Clients, Families / Representatives, Regulatory Bodies

**KEY SYSTEM AND EQUIPMENT USAGE**

- Microsoft Windows Office Suite
- Folio, Comply Online, Lookout (CMS)

**ADDITIONAL INFORMATION**

<b>Work Health &amp; Safety</b>	All employees are required to take reasonable care for their own health and safety and that of other employees who may be affected by their conduct and are required to report all incidents and injuries as well as cooperating with measures introduced in the workplace to improve health and safety.
---------------------------------	--

**ADDITIONAL INFORMATION**

	Prior to any person being appointed to this position it will be required that they disclose full details of any pre-existing injuries or conditions that might be reasonably expected to affect their ability to perform the normal duties of this position. Such a disclosure will enable Spectrum to make reasonable adjustments to the work environment to ensure you work safely and productively.
<b>Australian Work Rights</b>	All employees must be permanent residents of Australia or hold a current, valid visa.
<b>National Criminal History Check</b>	All offers of employment are subject to a satisfactory National Criminal History Check (NCHC) & Statutory Declaration.
<b>International Criminal History Check</b>	All offers of employment are subject to a satisfactory International Criminal History Check (as required). An International Criminal History Check will be required for individuals who have lived overseas for 12 months or more in the last 10 years.
<b>Working with Children Check</b>	All staff and volunteers working with children are required to have and provide a current Working with Children Check (WWCC) before commencing employment.
<b>Policies &amp; Procedures</b>	All employees must abide by the organisation's Policies & Procedures.

**OTHER RELEVANT INFORMATION**

This Position Description is a guide only and is not intended to be an exhaustive or exclusive list of the duties attached to this position. The Position Description is subject to review and modification by the manager, in response to the strategic direction of Spectrum, and the development of the skills and knowledge of the position.