

Position Description and Selection Criteria

Manager Quality

<u>Location</u> Bentley Park	<u>Reporting To</u> Chief Operations Officer
<u>Direct Reports</u> Clinical Operations Manager Coordinator Quality and Compliance Clinical Nurse Educator	<u>Award / Agreement</u> Common Law Contract
<u>Normal Hours</u> Monday to Friday	

Position Objective

The Quality Manager is a senior leadership role responsible for driving clinical governance, service quality, and regulatory compliance across SwanCare's residential aged care and home care services. Reporting to the Chief Operations Officer, the role leads the design, implementation, and continuous improvement of quality systems that uphold SwanCare's commitment to safe, person-centred, and accountable care.

The Quality Manager oversees organisational compliance with the Aged Care Quality Standards, leads accreditation readiness and audit coordination, and manages the relationship with the Aged Care Quality and Safety Commission. This role monitors risk trends, drives service improvement strategies, and ensures a strong feedback and incident response culture is embedded across SwanCare.

In addition, the Quality Manager provides strategic leadership for clinical education and capability development, working in partnership with the clinical and operational teams to ensure that staff at all levels are equipped to deliver high-quality, values-aligned care. The role also contributes to executive reporting and supports a culture of learning, transparency, and continuous improvement.

Responsibilities

1. CLINICAL GOVERNANCE & COMPLIANCE

- 1.1 Lead the development, implementation, and maintenance of SwanCare's clinical governance framework across residential and home care services.
- 1.2 Ensure full organisational compliance with the Aged Care Quality Standards and associated legislative, contractual, and regulatory obligations.
- 1.3 Oversee SwanCare's accreditation preparation and performance, including audit readiness, self-assessments, and continuous compliance processes.
- 1.4 Act as the primary liaison with the Aged Care Quality and Safety Commission (ACQSC), including management of assessment visits, correspondence, and required follow-up actions.

2. QUALITY & RISK SYSTEMS

- 2.1 Monitor and analyse quality performance data, including incidents, complaints, clinical indicators, and audit outcomes to identify trends, risks, and opportunities for improvement.
- 2.2 Oversee the design and effectiveness of internal audit and continuous improvement systems, ensuring responsive, data-driven action planning.

- 2.3 Lead responses to high-risk matters such as serious incidents, complaints to external bodies, and coronial inquiries, ensuring regulatory standards are met.
- 2.4 Ensure a clear and timely escalation pathway for risks and maintain governance oversight through quality reporting to the Executive and Board.
- 3. COMPLAINTS & CONSUMER FEEDBACK**
- 3.1 Oversee SwanCare's clinical and quality complaints and feedback, ensuring effective management, resolution, analysis, and responsiveness to themes.
- 3.2 Promote a culture of learning from feedback and ensure systems are in place to support residents, clients, families, and staff to raise concerns safely and respectfully.
- 4. CLINICAL EDUCATION STRATEGY**
- 4.1 Provide strategic oversight and direction for SwanCare's clinical education and capability development program.
- 4.2 Work in partnership with the Clinical Educator to ensure education delivery is aligned with clinical governance priorities, audit outcomes, and emerging risks.
- 4.3 Ensure education content and delivery supports compliance with clinical standards, workforce expectations, and SwanCare's values.
- 5. LEADERSHIP & COLLABORATION**
- 5.1 Lead the Clinical Operations Manager and Clinical Educator to ensure operational alignment, capability uplift, and safe service delivery.
- 5.2 Collaborate with other executive leaders, managers, and corporate teams to embed a culture of quality, safety, and accountability across SwanCare.
- 5.3 Contribute to organisational strategy and planning processes and represent SwanCare in relevant forums and external reviews.
- 6. REPORTING & CONTINUOUS IMPROVEMENT**
- 6.1 Prepare and present quality performance reports for Executive Leadership, the Board, and relevant governance committees.
- 6.2 Ensure quality systems support timely access to reliable data and that reporting drives real-time insight and responsive service improvement.
- 6.3 Lead or contribute to cross-functional projects, reviews, or policy development initiatives related to quality and compliance.
- 6.4 Support and coordinate the advisory bodies.
- 7. ANY OTHER DUTIES**
- 7.1 Actively participates in the maintenance of a safe work environment.
- 7.2 Actively participates in quality improvement activities.
- 7.3 Actively participates in regular supervision and other performance related reviews.
- 7.4 Undertakes any other duties as requested / directed to meet operational needs.

Attitude, behaviour and conduct (ABC's)

Results focused

- Structure time, take responsibility for, and manage work to meet deadlines.
- Produce work of a consistently high standard.
- Be proactive.
- Demonstrate high levels of effort to achieve tasks.

Actively practices teamwork

- Work effectively as part of a team.
- Consider the needs, feelings, and accept the ideas of fellow team members.

Perseveres to complete tasks

- Maintain a positive “can do” attitude particularly when faced with challenging obstacles / issues.
- Be consistent and follow tasks through to completion.

Acts in an ethical manner

- Demonstrates appropriate conduct in a range of situations, ensuring alignment with the ‘Code of Conduct’ and other policies and procedures.

Committed to personal growth

- Demonstrates a commitment to personal growth.
- Keep up-to-date with developments in the relevant occupational field.

Selection Criteria – Quality Manager

Essential

1. Current registration with the Australian Health Practitioner Regulation Agency (AHPRA).
2. Extensive experience in leading clinical governance, quality, or compliance functions in aged care, healthcare, or human services.
3. Comprehensive understanding of the Aged Care Quality Standards, audit and accreditation processes, and relevant legislation.
4. Demonstrated success in managing regulatory relationships, including engagement with the Aged Care Quality and Safety Commission.
5. Proven ability to analyse complex data and translate quality, risk, and feedback trends into targeted improvement strategies.
6. Experience leading clinical incident reviews, complaint responses, and continuous improvement planning.
7. Strong leadership skills, including the ability to lead multidisciplinary teams and influence across organisational levels.
8. Excellent interpersonal, verbal and written communication skills including emotional intelligence and the ability to confidently represent organisational matters at the Fair Work Commission and / or within other jurisdictional boundaries.
9. Highly motivated self-starter that can work independently and as a proactive member of a team.
10. Demonstrated resilience and the ability to work under pressure, to prioritise work and to meet strict deadlines whilst producing work of a high standard first time every time.
11. Good computer skills in the use of Microsoft Office Suite and human resource information systems.
12. Current WA Drivers Licence.

Desirable Criteria

1. Postgraduate qualification in Health Management, Quality, Risk, or a related field.
2. Experience in both residential aged care and home care environments.
3. Knowledge of Aged Care Sector.

Employment considerations

To be considered for a position at SwanCare applicants must be able to satisfy the following appointment prerequisites by providing:

- Completion of 100-point identification check.
- Production of a valid Police Clearance of no more than 12-months old.
- Have the appropriate rights to work in Australia.

This position description may be amended from time to time by the company. This document reflects the major accountabilities and responsibilities of this position and is not designed to be prescriptive in nature. Personnel can therefore expect to undertake other reasonable duties in addition to those identified as requested by your supervisor.

All requirements in this document are in addition to those stated in your Employment Agreement and Letter of Offer.

CERTIFICATION

I confirm that I have read and I understand the requirements as detailed in this document. I understand that by signing this document that I agree to perform my duties to the best of my ability, and I also agree to comply with all policies, procedures and work instructions. I further understand that by failing to adhere to my commitment, that it may result in my employment being reviewed.

Occupant Name: _____ Signature: _____ Date: _____

