



Senior Quality Lead

Key Responsibilities, not limited to:

Compliance and Best Practice

- Ensure ongoing compliance and all regulatory requirements are met across OLOC
- Provide clinical and technical advice to managers and members of the clinical governance team are communicated along with demonstrated research, knowledge, experience and best practice
- Ensure service level excellence is applied across all levels through clinical governance and best practice to maintain and continuously improve star ratings across resident satisfaction, compliance, and mandatory quality indicators
- Identify any non-alignment of best practice and work alongside managers to implement necessary quality improvements

Internal Auditing and Clinical Data Reporting

- Oversee and collate monthly and quarterly data reports, including submission for benchmarking in the My Aged Care Portal and our internal firm
- Contribute to ongoing development of internal quality assurance mechanisms including service quality reviews and internal auditing
- Provide detailed analysis and interpretation of collated audit and data reports to highlight concerns for senior management
- Analyse, develop, and implement quality assurance plans including staff/resident/customer survey results and implement improvement strategies

Complaints Register

- Oversee and maintain all customer complaints, including reporting, logs, and liaising with external regulatory bodies
- Review current mechanisms and develop, recommend, implement, and review quality improvements for continuous improvement

Serious Incident Response Scheme (SIRS)

- Oversee the management of reportable incidents (SIRS)
- Ensure all incidents are documented and submitted into the My Aged Care Portal and SIRS logs as required
- Working alongside and assist managers to prevent further reoccurrence