

Position Description

Position Title	Quality and Compliance Partner
Position Number	30102044
Division	Quality and Risk
Department	Quality and Compliance
Enterprise Agreement	Allied Health Professionals (Victorian Public Sector) (Single Interest Employers) Enterprise Agreement 2021-2026
	Health And Allied Services, Managers and Administrative Workers (Victorian Pub Sector)(Single Interest)EnterpriseAgreement 2025-2027
	Nurses And Midwives (Victorian Public Health Sector) (Single Interest Employers) Enterprise Agreement 2024-2028
Classification Description	Administrative G5 L1, Grade 3 AH Classifications, Clinical Nurse Consultant B
Classification Code	HS5, Grade 3 Allied Health Classification or ZJ4 (Dependent on discipline and experience)
Reports to	Director
Management Level	Non Management
Staff Capability Statement	Please click here for a link to staff capabilities statement
Mandatory Requirements	• National Police Record Check • Drivers Licence • Immunisation Requirements

Bendigo Health

Bendigo Health is a leading regional health service, learn more about us by visiting our website: [Bendigo Health Website - About Bendigo Health](#)

As an organisation we are committed to delivering safe, inclusive and high-quality care to our diverse communities across the Loddon Mallee Region. We value and respect the unique backgrounds, cultures and experiences of the people we serve and those who work with us.

We are a proud child safe organisation, dedicated to the safety, wellbeing and voice of all children and young people. We are committed to creating a culturally safe and welcoming environment where Aboriginal and Torres Strait Islander peoples—adults, children and families—are respected, supported and empowered to express and celebrate their culture.

Our Vision

To be a trusted regional healthcare service recognised for delivering exceptional care, being a great place to work, and being deeply connected to our community.

Our Values

PASSIONATE – We are passionate about doing our best – for our patients, our colleagues and our community.

ACCOUNTABLE – We take ownership of our actions and outcomes, always striving for integrity and improvement.

CARING – We care deeply for our community – and our community cares for us. Compassion is at the heart of everything we do.

TRUSTWORTHY - We are open, honest and respectful in all that we do – earning the trust placed in us every day.

The Position

The Quality and Compliance Partner (QCP) provides advice and support to clinical and operational leaders across Bendigo Health, in relation to building capability to provide safe quality care consistent with Bendigo Health's clinical governance framework. The QCP assists with continuous readiness for various accreditation processes and moving beyond compliance to a sustained focus on quality improvement. This includes building capability and providing advice and support for

- gap analyses against NSQHS Standards, Aged Care Quality Standards, National Disability Insurance Scheme (NDIS), Clinical Care Standards and other relevant applicable regulatory standards
- audit development, data collection, analysis and reporting
- using data to identify areas of risk to patient safety, develop and evaluate improvement plans.

All QCPs have designated departments and teams that they partner with and have allocated organisation wide portfolios. The QCP works in collaboration with other QCPs and key stakeholders to ensure consistent approaches. The QCPs work together and assist each other to manage demand, to access appropriate expertise within the team, and to involve all relevant stakeholders.

Responsibilities and Accountabilities

Key Responsibilities

- Foster and drive a consistent and robust approach to local governance within designated departments / portfolios, ensuring quality and safety are maintained as a high priority and focus
- Foster a culture of continuous improvement and reporting by encouraging staff to report and monitor local improvement activities
- Empower and encourage staff to evaluate their services using audits and all available data to analyse and report results and drive improvements
- Monitor and report key performance indicators, and use other benchmarking opportunities to inform improvement activities
- Understand and support escalation of current and emerging risks in accordance with the Bendigo Health Risk Management Procedure
- Maintain a sound working knowledge to actively promote and support compliance to standards and legislation relevant to the designated portfolio, such as the National Safety and Quality Health Service (NSQHS) Standards, National Disability Insurance Scheme (NDIS), Aged Care Standards, Child Safe Standards, Clinical Care Standards
- Ensure continuous readiness for accreditation processes including maintenance of gap analysis and evidence of compliance
- Ensure systems that support high quality care in designated departments/portfolios are supported and maintained including oversight of gap analysis and audit program
- Contribute to the development, implementation and monitoring of recommendations from internal and external reviews including accreditation, incident reviews and patient feedback
- Encourage and embrace consumer participation and engagement in all aspects of care provision, at all levels of the service
- Contribute to the development, review and implementation of relevant controlled documents

- Support staff engagement and capability in the use of Quality Systems through facilitation of education and data reporting.
- Support the use of Quality Boards to promote and enable quality activities.

Employees are required to carry out lawful directions outlined above or delegated to them.

Key Selection Criteria

Essential

1. Sound knowledge of Accreditation Standards
2. Expertise in improvement science and ability in implementing quality improvement initiatives, managing projects, and leading change within a complex environment
3. Ability to analyse and interpret data from a variety of sources and develop clear reports and plans
4. Excellent verbal and written communication skills, including the ability to engage with staff at all levels within a healthcare organisation.
5. Computer literacy, with proficiency in Microsoft Office (Word/Excel/PowerPoint) and the ability to learn software programs.

Desirable

6. A degree in a health-related discipline or related field
7. Proven ability to work in a team environment
8. Ability to introduce new concepts through innovation, influencing, negotiating and persuasion skills
9. Flexibility to operate in an environment of change and continuous improvement.

Generic Responsibilities

All Bendigo Health staff are required to:

- Adhere to the **Victorian Government's Code of Conduct**
- Uphold **Occupational Health and Safety** responsibilities, including self-care, safeguarding others, and participating in safety initiatives and reporting.
- Comply with all **Bendigo Health policies and procedures**, including those related to clinical, managerial, and standard work practices.
- Follow **Infection Control** procedures to prevent cross-contamination and ensure the health and safety of all.
- Maintain **strict confidentiality** regarding all organisational, patient, and staff information.
- Engage in **continuous quality improvement** activities aligned with the National Safety and Quality Health Service Standards (NSQHSS).
- Recognise and respect **diversity**, fostering inclusive practices in the workplace and service delivery.
- Support research activities in alignment with the National Clinical Trials Governance Framework to ensure high-quality, safe, and ethical clinical trials and research practices across Bendigo Health
- Staff must carry out all lawful and reasonable directions and comply with relevant professional standards and ethical codes.

- Safeguard children and young people in our care, by ensuring that your interactions are positive and safe, and report any suspicions or concerns of abuse by any person internal or external to Bendigo Health.
- Maintain ability to perform the inherent requirements of this role. Inherent requirements are the essential tasks necessary to perform this role, including reasonable adjustments. Bendigo Health is committed to a safe workplace that supports all employees. The role may require specific physical and cognitive abilities, which can be discussed with the manager during recruitment or at any time. We understand that personal circumstances can change and impact your ability to meet these requirements; additional policies are available to guide you through this process. Please request the relevant procedures for more information.

All Bendigo Health sites, workplaces and vehicles are smoke free.

This position description is intended to describe the general nature and level of work that is to be performed by the person appointed to the role. It is not intended to be an exhaustive list of all responsibilities, duties and skills required. Any elements of this document may be changed at Bendigo Health's discretion and activities may be added, removed or amended at any time.