# Position Description

## Quality and Compliance Officer

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| Vision | Better futures for WA women |
| Purpose | To provide excellent connected health and support services to women across their life cycles |
| About us | Luma is a not-for-profit organisation which has been providing services for Western Australian women since 1977. Over the years, Luma has grown from a small medical and counselling clinic for women in the 70's to a holistic, integrated, one-stop shop for women of all ages, stages, cultures, and identities.<br><br>Located across the wider Perth metropolis Luma offers a wide range of medical, nursing, allied health, mental health & counselling, Family & Domestic Violence (FDV) services, and health promotion education to WA women. Luma's services are open to all WA women and prioritise women who are socially, and economically disadvantaged; disabled, Indigenous, from CaLD backgrounds, women who are carers and women experiencing FDV all of whom are at higher risk of ill health. |
| Values: | Respect Integrity Diversity & Inclusion Innovation |

## Position Details

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| Position title | Quality and Compliance Officer |
| Classification | 2022 Enterprise Agreement, Support Services Level 3 |
| Base Location | Northbridge, Joondalup & other locations as required |
| Status | Full-time |
| Service Area | Corporate Services |
| Reports to | General Manager, Corporate Services |
| Managed Staff | Nil |
| Position Purpose | The Quality and Compliance Officer provides oversight of Luma's quality, compliance and governance frameworks. This position operates collaboratively alongside the Executive Team, and Managers to deliver organisational excellence, regulatory compliance, and continuous improvement across all program areas and with the provision of secretariat support to the Board and its sub-committees. The role will support Luma's achievement and maintenance of accreditation under the relevant standards. It supports Luma to meet its statutory obligations, funder |

requirements, and delivers on accreditation standards required to maintain service delivery and organisational credibility.

**Key responsibility for the role**

- **Support and monitor all accreditation:** Develop and implement strategies to achieve and maintain accreditation standards, supporting documentation throughout the accreditation cycle (self-assessment, verification assessment, remediation and final assessment).
- **Accreditation mapping and gap analysis:** Conduct mapping of accreditation standards against current Luma standards and practices, identifying gaps in documentation, processes and systems, and developing targeted action plans for remediation.
- **Policy and procedure development:** Develop, review and update policies and procedures to ensure alignment with relevant standards, best practice, and legislative requirements. Facilitate consultation and stakeholder engagement in policy development.
- **Consumer engagement and feedback:** Facilitate consumer engagement in quality improvement activities and governance. Develop and implement mechanisms for gathering and acting on consumer feedback.
- **Compliance Monitoring:** Monitor contract and compliance requirements through the Quality Management System (QMS).

**Communication**

- Support the philosophy of Luma.
- Adhere to the policies and procedures of Luma.
- Maintain organisational documentation and data in keeping with professional and organisational standards and service requirements.
- Participate in the relevant team meetings, and any other organisational meetings as required.
- Participate in development opportunities including attending sector networking, further training and professional development events when required.
- Work collaboratively within the team and with Luma staff and Management.

**Operational Management**

- Provide support and evidence-based guidance on quality and compliance matters, undertaking systematic analysis.
- Manage the organisation's relationship with accrediting bodies and regulatory agencies, including responding to inspection schedules, submitting required documentation and liaising with external assessors.
- Develop and maintain networks and partnerships with quality improvement bodies, accreditation agencies, professional associations and communities of interest relevant to women's health services.
- Support the management and maintenance of up-to-date organisational systems and tools to support quality and compliance management (incident & risk registers, compliance calendars, policy repositories, audit schedules).
- Manage and maintain the organisation Quality Improvement System, including monitoring quality activities, tracking progress against improvement plans, maintaining quality registers and supporting reporting on quality outcome and initiatives
- Provide secretariat support to the Board and Sub-Committess, including meeting coordination, agenda preparation, distribution of papers, minute taking, action tracking and maintenance of governance records and registers.

**Safety & Quality Improvement**

- Remain up-to-date of industry trends and best practice.
- Uses an evidence based approach.
- Understands and uses a risk management approach to delivering care.
- Documents quality assurance activities with internal reporting and audits.

**Organisational Responsibility**

- Communicate and act in ways that are consistent with the organisation's purpose and values.
- Support and promote the work of the organisation, maintaining a positive image of the organisation in accordance with the level of the position.
- Comply with the organisation's policies, code of conduct, procedures and practices, external funding body requirements and legislation.
- Apply and uphold the principles of a respectful, inclusive, and diverse workplace, free from discrimination, harassment or bullying.
- Adhere to organisational Work, Health and Safety (WHS) requirement.

## Key Performance Indicators

- **Accreditation Achievement**: NSQMHCMO 2022 accreditation achieved by 30 June 2027.
- **Compliance Performance:** 100% compliance with compliance calendar obligations and reporting deadlines
- **Accreditation Gap Closure:** All identified accreditation gaps addressed with documented action plans

The KPIs are read in conjunction with this Position Description and are reviewed annually with the reporting manager.

## Selection Criteria

- A qualification in Quality and Safety, Health Administration, Nursing or related discipline, OR equivalent professional experience and demonstrated capability in quality assurance and accreditation
- Experience in quality roles within health, community services or not-for-profit sectors
- Collaborative, respectful approach to working with diverse teams
- Good communication skills and ability to work independently
- Proficient in Microsoft suite of products
- Experience working with Quality Management Systems (desirable)

Our organisation is committed to protecting children and young people from harm. We require all applicants to undergo an extensive screening process prior to appointment.

Our values drive our culture and performance through a strong focus on upholding the organisation's vision and purpose. We celebrate and respect people's differences and commit to providing an inclusive work environment. Applicants from Aboriginal, CaLD communities, disabilities, and LGBTQIA+ backgrounds are encouraged to apply.

## Acceptance

I have read and understand the content of this Position Description.

Employee Signature: Date:

Reporting Supervisor Signature: Date: