Position Description

Position Information

Position Title	Quality and Innovation Officer
Program	Business Services
Reports to	Program Manager, People, Culture and Quality
Direct reports	Nil Direct Reports
Award	Social, Community, Home Care and Disability Services Industry Award 2010
Award classification	SCHADS Award Level 5

Organisation Information

TeamHEALTH is a for-purpose community mental health organisation that has been supporting people on their mental health journeys for over 35 years. TeamHEALTH seeks to create community capacity for good mental health so that all people may lead a full and valued life. Success in achieving our purpose requires consolidation of existing work, the use of evidence-based approaches and an adaptable skilled organisation.

TeamHEALTH provides evidence based mental health services across the stepped model of care, focused on support, recovery and rehabilitation across Darwin, Palmerston and the regional and remote communities of the Northern Territory's Top End. Our services support people across the lifespan and include mental health promotion, early intervention, psychosocial recovery, community housing, residential services, NDIS and Aged Care.

With accreditation to the National Standards for Mental Health Services, NDIS Quality and Safeguarding Framework, National Regulatory System for Community Housing and the Aged Care Quality Standards, TeamHEALTH continues to focus on ensuring quality service provision and the pursuit of goals with participants.

Position Summary

Reporting to the Program Manager, People, Culture and Quality, the Quality and Innovation Officer will be responsible for guiding and implementing continuous quality improvement activities and data systems across services within TeamHEALTH.

In this role, you will maintain the central repository of TeamHEALTH policies, procedures and processes, and review these in consultation with subject matter experts to ensure that they are up to date, meet accreditation and fidelity standards, are evidence-based, informed by a process of continuous learning, and are designed to maximise team performance and productivity.

You will help to embed best practice and optimise the way in which TeamHEALTH programs are implemented by supporting Program Managers with the development of program manuals, standard operating procedures, training and support tools, leveraging technology and innovation to improve access, consistency, and efficiency.

A key part of your role will be to oversee the implementation of TeamHEALTH incident, complaint and compliment procedures. Complementing this responsibility, you will provide secretariat support for, and actively contribute to, the TeamHEALTH Quality and Risk Committee which monitors and improves quality processes, professional practices, monitoring risk and incident management for TeamHEALTH services.

Key Result Areas

1. Quality management

1.1 Improve service quality and risk management by coordinating activities that promote quality improvement and embed best practice and compliance across TeamHEALTH services.

1.2 Maintain the central repository of TeamHEALTH policies and procedures by managing the document renewal and approval process. Identify and recommend areas of improvement within ways of working.

1.3 Support the effective implementation of the incident, complaints and compliments policies and procedures, which includes improving current processes and workflows, preparing correspondence, supporting actions and investigations, writing summary reports, identifying trends and tracking actions.

1.4 Support TeamHEALTH Program Managers with the development of program manuals, standard operating procedures, training and support tools, leveraging technology and innovation when doing so.

1.5 Coordinate and support accreditation and fidelity reviews (audits), working with relevant subject matter experts to collate responses, tracking progress against recommendations. Ensure accuracy and relevance in line with statutory requirements.

1.6 Maintain and monitor relevant registers ensuring accuracy in reporting to the Board, CEO and Executive.

2. Data and systems

2.1 Coordinate program analysis and reporting, informing the development of automated reporting dashboards and applying analytic tools.

2.2 Collaborate with key staff in relation to the performance of systems and propose improvements as required.

2.3 Develop systems to monitor, assess, analyse gaps and recommend improvements as part of a continuous commitment to quality improvement.

2.4 Implement a workplace culture of quality data and improvement practices by supporting staff to ensure that staff are collecting accurate and complete data, to help achieve quality analysis and reporting.

2.5 Act as the Systems Administrator and Use Champion for the Service Record System (SRS), Logic QMS, Stay Safe hub, and relevant TeamHEALTH applications to help resolve critical issues, provide user support, provide change management and oversight in relation to system upgrades.

3. Relationship Management

3.1 Develop and maintain professional working relationships with TeamHEALTH program teams and key stakeholders.

3.2 Work effectively with all people including those of Aboriginal, Torres Strait Islander descent, and those with Culturally Linguistically Diverse (CALD) backgrounds.

3.3 Uphold the TeamHEALTH values of Integrity, Accountability, Wellbeing and Respect in all engagement with staff, participants, contractors and external contacts.

4. Reporting and Administration

4.1 Actively participate in reporting to internal committees and external funding bodies.

4.2 Provide regular service data reports and analysis with narrative commentary, to relevant Committees on key issues impacting service delivery, including trends and themes.

4.3 Provide secretariat role to TeamHEALTH Quality and Risk Committee and support to the Information Technology Committee.

4.4 Oversee and schedule monthly file audits.

4.5 Prepare Management and Board ready briefing papers and analysis as required.

4.6 Undertake research and investigations into identified projects as required.

Key Selection Criteria

TeamHEALTH recognises the value of experience in all facets of life and work and encourages individuals with a lived experience of mental illness to apply.

First Nations applicants are encouraged to apply.

All TeamHEALTH Staff

1. A National Police Certificate that was issued less than two years ago or proof of an application for a National Police Certificate.
2. A current Driver's Licence.
3. A current Working with Children Check and NDIS Worker Screening Clearance.
4. NDIS Worker Orientation Module Certificate.

Essential for Position

5. A strong understanding of quality and risk management and continual service improvement, ideally in the health/mental health/social service sector.
6. Excellent problem-solving skills and the ability to think innovatively, communicate and work collaboratively with subject matter experts, to identify and implement solutions.
7. Excellent written communication skills including the ability to develop clear policies, procedures and protocols.
8. A strong understanding of data, business-process improvement, technology and AI and how these can be leveraged to enhance productivity.
9. Ability to work independently and with minimal supervision to produce clearly defined outcomes within agreed timeframes.
10. Use of analytics and reporting tools, or the ability to acquire knowledge and skills independently.

Desirable for Position

11. A relevant degree or equivalent knowledge relating to information management and quality improvement practices.
12. Experience with electronic records including data warehousing.
13. Understanding of accreditation and fidelity measures and reviews, specifically the National Standards of Mental Health services.
14. Previous use of or experience with StaySafe Hub, Service Record System (SRS), and Logic QMS (or similar systems).

Position Description Approval

Approved by	Executive Manager Mental Health or CEO
Date approved	29.07.2025
Signature	