

Position Information

Position Title	Quality and Risk Officer
Program	Business Services
Reports to	Deputy CEO
Direct reports	Program and Quality Administrator
Award	Social, Community, Home Care and Disability Services Industry Award 2010
Award classification	SCHADS Award Level 5

Organisation Information

TeamHEALTH is a for-purpose organisation dedicated to supporting people living with mental health challenges across the Northern Territory. We are the only non-faith-based, grassroots mental health organisation focused solely on the NT. Our deep connection to the Territory means we understand the unique needs of our communities — from urban centres to remote regions.

TeamHEALTH was founded in 1987 by a group of passionate family members and service providers who wanted better care for their loved ones living with mental illness. Their vision — grounded in compassion, community, and hope — became the foundation for the organisation we are today.

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 Deputy CEO, the Quality and Risk Officer will be responsible for guiding and implementing continuous quality improvement activities 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. You will provide support to sites to maintain relevant work, Health and safety procedures, which may include the monitoring of site audit completion, first aid and emergency preparedness.

A key part of your role will be to oversee the implementation of TeamHEALTH risk, incident, complaint and compliment procedures, including enterprise-wide risk. 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. This will include designing reports and undertaking analysis on risk, incident, complaint and compliment trends over time to identify systemic issues, as well as providing recommendations for appropriate action.

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 Support sites to maintain relevant work, health and safety procedures, and ensure these are accurately recorded for quality improvement purposes.
- 1.3 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.
- 1.4 Support the effective implementation of the risk, incident, complaints and compliments policies and procedures, which includes improving current processes and workflows, preparing correspondence, supporting actions and investigations, writing summary reports, developing reports and undertaking analysis to identify trends and tracking actions.
- 1.5 Support TeamHEALTH Program Managers with the development of program manuals, standard operating procedures, training and support tools, leveraging technology and innovation when doing so.
- 1.6 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.
- 1.7 Maintain and monitor relevant registers ensuring accuracy in reporting to the Board, Finance and Risk Committee, CEO and Executive.

2. Data, reporting and systems

- 2.1 Collaborate with key staff in relation to the performance of systems and propose improvements as required.
- 2.2 Develop systems to monitor, assess, analyse gaps and recommend improvements as part of a continuous commitment to quality improvement.
- 2.3 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.
- 4.1 Provide regular service data reports and analysis with narrative commentary, to relevant Committees on key issues impacting service delivery, including trends and themes.
- 2.4 Act as the Systems Administrator and User Champion for Logic QMS, and relevant TeamHEALTH applications to help resolve critical issues, provide user support, provide change management and oversight in relation to system upgrades.
- 2.5 Actively participate in reporting to internal committees and external funding bodies.

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. Administration

- 4.2 Provide secretariat role to TeamHEALTH Quality, Risk, Work Health and Safety Committee and support to Information Technology Committee.

- 4.3 Support programs to schedule and record SRS file audits.
- 4.4 Prepare Management and Board ready briefing papers and analysis as required.
- 4.5 Undertake research and investigations into identified projects as required.
- 4.6 Undertake other tasks as assigned to support the organisation.

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. Ability to work independently and with minimal supervision to produce clearly defined outcomes within agreed timeframes.
- 9. Use of analytics and reporting tools, or the ability to acquire knowledge and skills independently.

Desirable for Position

- 10. A relevant degree or equivalent knowledge relating to information management and quality improvement practices.
- 11. Understanding of accreditation and fidelity measures and reviews, specifically the National Standards of Mental Health services.
- 12. Previous use of or experience with client record systems such as Service Record System (SRS), and Logic QMS (or similar).

Position Description Approval

Approved by	Kylie Ella, Deputy CEO
Date approved	14 August 2026
Signature	