



Position Description

Executive Manager – Corporate, Quality & Safety

ABOUT GV HOSPICE:

Goulburn Valley Hospice Care Service Inc (GV Hospice) is a specialist palliative care service providing support to patients, their carers and families within the Greater Shepparton municipality. Established in 1989 GV Hospice is a not-for-profit organisation governed by a volunteer Committee of Management and employs approximately 25 employees across the following disciplines:

- Nursing
- Counselling, Social Work, Volunteer coordination and Carer Wellbeing support
- Executive and Administration
- Retail Sales and donation collection at the Opportunity Shop in Fryers Street.

Established in May 1989, (GV Hospice) is an autonomous incorporated community based palliative care service located in the City of Greater Shepparton. GV Hospice provides specialist palliative care primarily to patients in their homes. The service operates 24hrs a day, 7 days a week.

- Our Vision is *“an organisation where life limiting illness, death and grief are treated with care, compassion, and where choice is respected.* GV Hospice is committed to providing an inclusive culture where all employees can contribute to the delivery of exceptional palliative care in the community.

Our team works closely with a number of health care services, combining our knowledge and expertise, with a family centred approach. Through early planning and integration of care with other services, care improves the quality of life for the patient and the family.

THE POSITION:

The Executive Manager - Corporate, Quality & Safety is responsible for leading and overseeing the organisation's quality, compliance, governance, and corporate service functions to ensure effective, efficient, and compliance operations. The role provides strategic and operational leadership across quality systems, risk management, policy development, continuous improvement, and corporate support services.

The position ensures that organisational practices align with legislative, regulatory, accreditation, and contractual requirements, while promoting a culture of quality, accountability, and continuous improvement. The Quality and Corporate Services Manager works collaboratively with the Committee of Management, all levels of staff and external stakeholders to strengthen governance frameworks, support organisational performance, and drive sustainable outcomes.

This role also oversees key corporate service functions such as records management, reporting, systems administration, and organisational policy frameworks, ensuring they are fit for purpose and support the organisation's strategic objectives.

KEY RESPONSIBILITIES

The Executive Manager - Corporate, Quality & Safety provides:

- Corporate leadership and oversight of quality systems
- Part of the Executive leadership team
- Oversight of compliance monitoring
- Provides leadership to the Workplace Health and Safety functions
- Input into budget development and monitoring
- Oversight of contracts to ensure they are current and meeting organisational needs
- Input and oversight of operational planning,
- Risk and incident management oversight
- Coordinates continuous improvement across the service.
- Ensures alignment with strategic objectives through effective quality planning
- Policy and procedure management input and oversight
- Coordination of accreditation and audit activities
- Monitors quality performance and outcomes
- Supports clinical governance processes
- Drives a culture of excellence
- Safety, accountability
- Consumer-focused service delivery.

TERMS AND CONDITIONS:

CLASSIFICATION:	Health Professional – Level 4
RELEVANT AWARD:	Health Professional and Support Services Award
ACCOUNTABLE TO:	Chief Executive Officer
HOURS OF EMPLOYMENT:	As per contract
PERFORMANCE APPRAISAL:	At six months, and then annually. This position description will form the basis of the Performance Appraisal.

SELECTION CRITERIA:

ESSENTIAL REQUIREMENTS:

1. Relevant qualification in Quality, Health, Governance, or a related field
2. Experience working in a regulated environment (e.g. healthcare, aged care, disability, community services)
3. Current Victorian driver's license
4. Willingness to obtain National Police record check – a current and satisfactory National Police check (renewed every 3 years)
5. Vaccination – comply with organisation policy regarding vaccination compliance (fluvax)
6. Willingness to obtain Working with Children Check.

DESIRABLE REQUIREMENTS:

1. Demonstrated understanding of contemporary healthcare principles, including person-centred care, ethical practice, and quality and safety standards.
2. Demonstrated leadership experience with the required knowledge and skills to create and strengthen a multidisciplinary team environment.

3. Demonstrated experience in the application of quality improvement, risk management and compliance.
4. Understanding of accreditation system and requirements
5. Computer literacy in Microsoft Office software, healthcare databases, client medical records systems and business applications
6. Strong analytical, reporting, and problem-solving skills
7. Excellent communication and stakeholder engagement skills

PRIMARY RESPONSIBILITIES/TASKS:

Key Responsibility 1	Quality Oversight and Coordination
KPI:	<ul style="list-style-type: none"> • Provide oversight and coordination of all quality and clinical governance activities across the service • Lead innovation by embedding excellence, consistency, and customer focus into every new idea and process. • Monitor and evaluate quality performance to ensure continuous improvement • Support a culture of best practice, safety, accountability, and quality excellence • Encourage whole of organisation input and output as part of quality

Key Responsibility 2	Quality Planning and Portfolio Management
KPI:	<ul style="list-style-type: none"> • Review, update, and maintain the organisational Quality Plan in alignment with the strategic plan. • Review allocation of quality and governance portfolios and monitor progress and outcomes • Ensure alignment of quality activities with strategic and operational objectives • Advocate for review of processes and approach with a focus on improved client outcomes and experiences

Key Responsibility 3	Policy and Procedure Management
KPI:	<ul style="list-style-type: none"> • Lead the development, review, and updating of policies, procedures, and guidelines • Ensure policies remain current, compliant, and effectively implemented across the service • Support staff understanding and application of policies

Key Responsibility 4	Risk Management
KPI:	<ul style="list-style-type: none"> • Review and update the Risk Management Plan with a focus on operational risks

	<ul style="list-style-type: none"> • Monitor, analyse, and manage identified risks and mitigation strategies • Ensure risk registers are accurate, current, and actively managed and risk appetite updated as required • Executive oversight of the OHS&W committee
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Key Responsibility 5	Compliance and Legislative Monitoring
KPI:	<ul style="list-style-type: none"> • Review and maintain the Compliance Register, adjusting as required • Monitor legislative and regulatory changes through Comply Online (or equivalent systems) • Assess and support the application of new or amended legislation within service operations • Incident reporting and follow up

Key Responsibility 6	Standards, Accreditation, and Compliance
KPI: Auditing, Feedback and Quality improvement	<ul style="list-style-type: none"> • Ensure organisational adherence to ACHS National Standards and Quality Primary and Community Health Standards, Palliative Care Standards and Palliative Care Outcomes Collaborative standards, regulations, and accreditation requirements • Coordinate preparation for audits, reviews, and accreditation assessments • Address gaps and implement corrective actions to maintain compliance • Plan, conduct, and oversee internal audits and quality reviews • Analyse audit results, feedback, and performance data to identify improvement opportunities • Lead quality improvement initiatives aimed at improving efficiency and consumer satisfaction

Key Responsibility 7	Clinical Governance Support
KPI:	<ul style="list-style-type: none"> • Prepare clinical governance meeting agendas and supporting documentation, ensuring business arising matters are actioned appropriately. • Contribute to clinical governance reporting and decision-making processes • Support monitoring of clinical quality, safety, and outcomes • Support and train staff in the development of skills in undertaking, recording & evaluating quality activities, projects and procedures.

Key Responsibility 8	Corporate Services & Organisational Infrastructure Oversight
KPI:	<ul style="list-style-type: none"> • Provide executive oversight of corporate service functions to ensure effective, compliant and sustainable operations across the organisation • Oversee financial management frameworks, including budget monitoring, financial risk identification, internal controls, and reporting in collaboration with financial support and external advisors • Ensure payroll governance and processes are accurate, compliant with industrial and legislative requirements, and aligned with organisational systems and controls • Oversee organisational infrastructure, including facilities, fleet and assets, ensuring they are safe, fit or purpose, and aligned to service delivery needs • Ensure robust occupational health and safety systems are in place, including psychosocial risk management, incident reporting, and compliance with legislative requirements • Ensure effective contract management, procurement practices, and supplier performance monitoring • Monitor performance, risk and compliance across all corporate service areas and escalate issues to the CEO and Committee of Management as required • Establish and maintain clear governance frameworks, policies and accountability structures across corporate functions • Participate in Community Engagement opportunities
All staff are expected to	<ul style="list-style-type: none"> • Demonstrate an understanding of GV Hospice Care Service Policies and Procedures, including those relating to quality management • Participate in Quality Improvement Activities • Maintain a professional appearance as required by GV Hospice Care Service policy • At all times will conduct themselves in the best interest of the organisation • Ensure familiarity and compliance with Occupational health and Safety requirements and regulations • Undertaken other projects and duties as directed by Operational Manager • Work effectively with and have an understanding of and sensitivity towards all belief systems, life styles and cultures • Maintain a high level of clinical and professional expertise in palliative care • Provide concise, integrated and systematically formatted progress notes using PCOC scoring as per GV Hospice policies and Procedures and legal requirements

	<ul style="list-style-type: none"> • Complete comprehensive reporting on the PalCare Patient/Carer Record of Interactions and outcomes of assessments and interventions • Contribute positively to the effective functioning of a mutually supportive team • Work with the Family Support Worker to ensure families/carers are well supported • Attend family and other meetings as required to ensure palliative needs are discussed and explained and goals of care are clarified • Maintain on-going professional development to meet registration requirements and to enhance clinical expertise and knowledge and application of Palliative Care Standards and Principles
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GENERIC RESPONSIBILITIES AND REQUIREMENTS

Code of Conduct

GV Hospice Code of Conduct is binding on all staff. Contravention of a provision in the code may constitute misconduct and/ or regarded as a breach of the employee’s employment agreement.

Compliance with Policies and Procedures

All GV Hospice’s policies, procedures and guidelines are available on the document management system PROMPT. All staff must ensure compliance with policies, procedures and guidelines and as required assist with their development and review.

Occupational Health and Safety

Every staff member has the responsibility to take reasonable care of their own health and safety and the safety of others, to cooperate with the OH&S policies and to participate in appropriate safety education and evaluation activities. All staff are expected to participate in reporting any health, safety and wellbeing issues.

Confidentiality

All information concerning GV Hospice, its patients, carers, families and staff must remain strictly confidential. A confidentiality form must be completed on employment

Continuous Quality Improvement

GV Hospice is dedicated to improving the quality and safety of the services it provides. As an employee of GV Hospice you have a responsibility to participate in and commit to ongoing quality improvement activities.

Infection Control

Every staff member has the responsibility to adhere to the Infection Controls Policies and Procedures and undertake any relevant infection control training.

All GV Hospice 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.

Agreement:	I have read, understood and agree to comply with this position description.
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Name: _____

Signature: _____

Date: _____

<i>Date of document update:</i>	
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