

Position Description – Quality & Safety Business Partner

Position Title:	Quality Business Partner	Reports To:	Quality and Capability Manager
Supervising:	N/A	Liaises With:	Executive General Manager Quality & Safety, Quality and Capability Manager, General Managers, Clinical Care Managers, Registered Nurses, care and support staff, allied health professionals, corporate teams, external auditors and regulatory bodies as delegated.
Employment Instrument:	Non-Award		
Classification:			

<u>Our Vision:</u>	Care without Compromise
<u>Our Mission:</u>	<i>"Enhancing quality of life choices for our community"</i>
<u>Our Values:</u>	Compassion We care for those in need with empathy and understanding Excellence We strive for quality and distinction Integrity We are honest, ethical, and sincere Respect We recognise the value, uniqueness, and dignity of every person

Position Purpose:	The Quality Business Partner supports the implementation and maintenance of Mayflower's Quality Assurance, Clinical Governance, Continuous Improvement, Risk and Regulatory Compliance systems across Residential Aged Care and Corporate Services. Reporting to the Quality and Capability Manager, the role partners with service leaders and staff to conduct audits, monitor compliance, support incident and complaint governance and assist services to address identified risks and improvements — embedding the Aged Care Act 2024 and Strengthened Quality Standards into everyday practice. The role also supports Mayflower Academy by contributing to education activities, monitoring learning compliance and reinforcing quality and safety capability across the organisation.
Qualifications checks and licences:	Mandatory • Relevant qualification in Nursing, Health, Quality, Risk, Compliance or a related discipline. • Demonstrated experience in quality assurance, clinical governance or compliance within residential aged care. • Sound knowledge of the Aged Care Act 2024 and Strengthened Aged Care Quality Standards. • Current NDIS Worker Screening Check Desirable • Current AHPRA Registration. • Internal Auditor qualification.

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	• Certificate IV Training & Assessment. • Experience using quality management and Learning Management Systems.
Key Selection Criteria	
Essential • Demonstrated experience in Quality Assurance, Clinical Governance, auditing and regulatory compliance within Australian residential aged care. • Strong working knowledge of the Aged Care Act 2024, Strengthened Aged Care Quality Standards, SIRS, Restrictive Practices and other relevant aged care legislation. • Demonstrated experience supporting recertification, accreditation readiness and regulatory compliance activities. • Demonstrated experience and proficiency in managing and supporting operational systems, including Ausmed, Moving on Audits (MOA), SharePoint and clinical management systems. • Experience conducting internal audits, identifying compliance gaps and monitoring corrective actions. • Demonstrated ability to interpret legislative and regulatory requirements and provide practical quality and compliance advice to operational teams. • Experience supporting workforce capability, mandatory education and quality improvement initiatives. • Strong analytical, investigation and report writing skills with excellent attention to detail. • Highly developed communication and stakeholder engagement skills with the ability to coach and support leaders and frontline staff. • Strong organisational skills with the ability to manage competing priorities across multiple sites. • Commitment to continuous improvement, professional development and person-centred care.	

Responsibilities/Duties	
Quality Service	
Reporting and Documentation	• Prepare service-level quality, compliance and audit reports. • Maintain quality dashboards, registers and compliance records. • Monitor audit outcomes and corrective actions. • Contribute information for Executive, Quality Committee and Board reports. • Maintain accurate evidence repositories for accreditation and recertification. • Escalate significant quality and compliance risks and concerns to the Quality and Capability Manager.
Communication	• Communicate quality and compliance requirements clearly. • Provide practical guidance regarding audits, quality systems and compliance expectations. • Support organisational quality and education communications. • Promote continuous improvement and learning across the organisation.
Leadership & Governance	• Support implementation of Mayflower's Quality Strategy, Clinical Governance Framework and Continuous Improvement Program. • Partner with operational leaders to embed quality systems and governance processes. • Provide coaching regarding quality systems and regulatory requirements. • Escalate significant quality and compliance risks and concerns to the Quality and Capability Manager.
Audit and Quality Assurance	• Coordinate and complete the annual internal audit program. • Conduct audits against the Strengthened Aged Care Quality Standards. • Undertake resident file reviews and clinical documentation audits.

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	• Monitor corrective actions. • Verify evidence of compliance. • Undertake follow-up audits. • Maintain audit schedules. • Identify trends and recurring issues. • Support services during mock audits. • Escalate significant findings.
Incident & Complaint Governance	• Monitor incident and complaint management systems. • Support investigations and Root Cause Analysis. • Monitor SIRS compliance. • Analyse incident and complaint trends. • Monitor corrective actions. • Escalate significant incidents.
Regulatory Compliance	• Support compliance with the Aged Care Act 2024 and Strengthened Standards. • Support recertification and accreditation activities. • Assist services to prepare evidence. • Monitor compliance action plans. • Maintain audit-ready documentation. • Support implementation of new legislation and regulatory requirements.
Continuous Improvement	• Maintain Continuous Improvement registers. • Monitor improvement plans. • Ensure improvements arising from audits, complaints, incidents and consumer feedback are implemented. • Evaluate effectiveness of improvement actions.
Risk Management	• Support implementation of Mayflower's Risk Management Framework. • Monitor service quality risks. • Maintain quality risk registers. • Assist services with risk assessments. • Monitor risk treatments. • Escalate significant risks.
Learning and Capability Support	• Support the Quality and Capability Manager in implementing workforce capability initiatives. • Support the ongoing administration and coordination of Mayflower Academy. • Assist with the coordination and monitoring of mandatory education compliance. • Support the development and review of quality and compliance learning resources. • Assist with quality and compliance education sessions as required. • Monitor completion of education actions arising from audits, incidents and complaints. • Identify emerging learning needs and communicate these to the Quality and Capability Manager. • Support evaluation of education effectiveness through quality outcomes and audit findings.
Skills and competencies	• Knowledge of quality assurance and clinical governance principles. • Strong understanding of the aged care regulatory framework.

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	• Excellent auditing and analytical skills. • Ability to interpret legislation and standards. • Ability to influence continuous improvement. • Strong digital literacy across quality and learning systems.
Work Health Safety	• Comply with the OHS Act 2004: take reasonable care to ensure own safety; not place others at risk; follow safe work practices; use and care for equipment as instructed; report hazards and injuries; cooperate with Mayflower to meet OHS obligations

Key Performance Indicators	
Audit & Compliance • Annual audit program completed. • Corrective actions monitored within agreed timeframes. • Services maintain audit-ready evidence. • Internal audits demonstrate improving compliance.	
Quality • Incident and complaint trends analysed. • Continuous Improvement actions completed. • Risk registers maintained. • Compliance gaps identified early.	
Capability • Education actions from audits monitored. • Mayflower Academy supported effectively. • Mandatory education compliance monitored and reported. • Improved quality outcomes resulting from education initiatives.	
Service Support • Positive feedback from operational leaders. • Timely support is provided to all services. • Practical quality advice provided. • Continuous improvement of culture strengthened.	

I have read, understood and accept the above position description.

Employee Name:		Signature:		Date:	
Manager Name:		Signature:		Date:	

☐ Copy to Employee

☐ Copy to Personnel File

Completed By: (Initials)

Date: