



## Job & Person Specification

### CQI and Projects Coordinator

The word Nunyara means Restored to health and comes from the language spoken by the Barngarla people traditional owners.

Nunyara is an Aboriginal Community Controlled Health Service and is committed to meeting community needs by providing culturally appropriate primary health care and health promotion programs for the Aboriginal community in Whyalla, as well as education and advice to help families access the services they need from Government and mainstream services.

#### Organisations Values

##### Our values are Honesty, Respect and Integrity

|           |                                                                                                                                                                                                                                                                                                                                                                  |
|-----------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Honesty   | We show honesty by speaking truthfully, within the boundaries of confidentiality. This is shown in our dealings within the organisation and with our consumers and partners by saying what we mean and meaning what we say, keeping our promises, telling the truth tactfully, providing honest feedback and answers and admitting to mistakes.                  |
| Respect   | We show respect by speaking and acting with courtesy. We treat others with dignity and use culturally appropriate ways of communicating. This is shown in our dealings within the organisation and with our consumers and partners by treating everyone fairly, communicating so people can understand, listening to others, and seeking and providing feedback. |
| Integrity | We show integrity by honouring our values and the rules of our organisation, government and nation. This is shown in our dealings within the organisation and with our consumers and partners by doing the right thing, abiding by the values, standing up for what we believe in, and taking responsibility for our mistakes.                                   |

## Job and Person Specification

### POSITION SUMMARY

|                            |                                        |
|----------------------------|----------------------------------------|
| <b>Position Title</b>      | CQI and Projects Co-ordinator          |
| <b>Classification Code</b> | Administration Grade 6                 |
| <b>Type of Employment</b>  | Part-time, Fixed Term to June 30, 2027 |
| <b>FTE</b>                 | 0.8FTE                                 |
| <b>Position Created</b>    | July 2021                              |
| <b>Last Review Date</b>    | October 2026                           |
| <b>Next Review Date</b>    | May 2027                               |

### PERFORMANCE MONITORING

The incumbent is required to participate in a regular 1:1 Super Yarn meeting between supervisor and supervisee, in order to meet organisational, professional and personal objectives. Commonly referred to as a Performance Development Review, Supervision Meeting, or Appraisal. Which will include a review of employee's performance against the responsibilities, performance outcome measures associated with the position and demonstration of appropriate behaviours which reflect a commitment to the Nunyara Aboriginal Health Service Inc.

### QUALIFICATIONS

|                           |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
|---------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Essential</b>          | <ul style="list-style-type: none"> <li>A South Australian current driver's licence and willingness to drive is essential.</li> <li>Exemplify non-smoking and quit smoking behaviour</li> </ul>                                                                                                                                                                                                                                                                                                    |
| <b>Desirable</b>          | <ul style="list-style-type: none"> <li>Experience in providing services to Aboriginal communities</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                      |
| <b>Special Conditions</b> | <ul style="list-style-type: none"> <li>Some Intra/Interstate travel may be required necessitating overnight absences and out of hours work.</li> <li>Some approved out of hours work may be required for which time in lieu (TOIL) arrangements may apply.</li> <li>The incumbent will be required to strictly observe the confidentiality of information received and given.</li> <li>Successful applicant must be prepared to submit to a National Police Clearance and DCSI checks.</li> </ul> |
| <b>Salary / Award</b>     | <ul style="list-style-type: none"> <li>Aboriginal and Torres Strait Islander Health Workers and Practitioners and Aboriginal Community Controlled Health Services Award 2020</li> </ul>                                                                                                                                                                                                                                                                                                           |

## Job and Person Specification Approval

Signature:

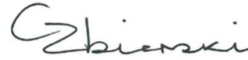


Date: 13<sup>th</sup> October 2026

Position: Chairperson

Nunyarra Aboriginal Health Service

Signature:



Date: 13<sup>th</sup> October 2026

Position: CEO

Nunyarra Aboriginal Health Service

## Team Structure

**Supervisor Reports to:**

**Supervisor's Position:**

**This Position:**

**Staff Supervised:**

NAHS Board

Chief Executive Officer

CQI & Projects Coordinator

Nil at present

### OTHER POSITIONS WITHIN THE ORGANISATION

Chief Executive Officer, Executive Operations Manager, CQI & Projects Coordinator, Finance Manager, Clinic Manager, Practice Manager, Integrated Care Team Leader, Corporate Services Manager, Specialist Support Co-ordinator, Support Coordinator, Aboriginal Disability Liaison Officers, Elder Care Coordinator, Elder Care Connectors, Senior Clinic Receptionist, Patient Journey & Visiting Service Coordinator, People, Culture & Capability Officer, Clinic Receptionists, Maintenance Officer, Community Medical Practitioners, Registered Nurses, Aboriginal Health Practitioners, Transport Officers, Procurement and Compliance Officer

Visiting specialists & Health Professionals including:

- Respiratory Physician & Nurse
- Paediatrician
- Dietician
- Podiatrist
- Grief and Loss Counsellor
- ENT and Audiologist
- Optometrist
- Physiotherapist
- Psychologist
- Occupational Therapist

Contractors Including:

- Medical Practitioner
- Medical Director
- Pharmacist

## Role Description

### OVERVIEW

The CQI and Projects Coordinator is responsible for leading and coordinating all aspects of quality and compliance across the organisation. It includes managing accreditation processes, maintaining internal systems (including Communicare), and overseeing organisational documentation and digital infrastructure to support service delivery and continuous improvement.

The incumbent will play a pivotal role in supporting the administrative, training, research, compliance, reporting and quality elements of the service, and may also be required to undertake 'shared projects' focussed across the region that include other Aboriginal Community Controlled Health Services.

### Position Characteristics

The **CQI and Projects Coordinator** is responsible for leading and coordinating organisational projects to successful completion, ensuring all activities are underpinned by the National Continuous Quality Improvement (CQI) Framework Core Components.

The role demonstrates a strong commitment to:

- Embedding **cultural safety and competence** across all programs and services to improve access, safety, and health outcomes for clients and community.
- Supporting **client and community participation** in decision-making, policy development, and service planning.
- Strengthening organisational capability through **ongoing CQI training, mentoring and skills development** for staff.
- Utilising and supporting effective **clinical data systems and infrastructure** to inform quality improvement activities.
- Upholding robust **clinical governance frameworks** to ensure best practice and evidence-based care.
- Coordinating and supporting designated **CQI Leads** across sites.
- Embedding and sustaining **PDSA (Plan-Do-Study-Act) cycles** as a continuous improvement methodology.
- Promoting **CQI data sharing and sense-making** internally and across sectors to enable shared learning and system-wide improvement.

- Supporting **research and knowledge translation** to ensure services are informed by current evidence.
- Building and maintaining **strategic organisational partnerships** that enhance client access to quality health and wellbeing services.

The position also:

- Facilitates change management strategies across projects and sites.
- Provides site-based project planning and implementation support.
- Engages with key stakeholders, including Boards and Chief Executive Officers, providing high-level advice and recommendations.
- Undertakes monitoring, evaluation and continuous improvement activities to ensure project objectives and organisational outcomes are achieved.

## Level Characteristics

The **CQI and Projects Coordinator** position is classified at the Aboriginal Community Controlled Health Services Award 2020, **Administrative Grade 6** classification by virtue of:

**(a)** Positions at this grade may manage the operations of an organisational element usually under limited direction. Positions at this grade undertake various functions, under a wide range of conditions to achieve a result in line with the goals of the health service. Immediate subordinate positions may include staff in a technical or professional structure, in which case supervision may involve the exercising of technical or professional skills or judgment.

**(b)** Positions at this grade are found in a variety of operating environments and structural arrangements. The primary areas may be:

- (i)** Managing the operations of a discrete organisational element usually under limited direction;
- (ii)** Under limited direction in relation to priorities and work practices provide administrative support to a particular program or activity; or
- (iii)** Providing subject matter, expertise or policy advice, to senior employees, the Chief Executive Officer, or the Board of Management including technical or professional advice, across a range of programs or activities undertaken by the health service.

**(c)** Positions at this grade would be expected to set and achieve priorities, monitor work flow and/or manage staffing resources to meet objectives.

**It is desirable that staff at this grade have Aboriginal and/or Torres Strait Islander knowledge and cultural skills—level 2 which means:**

- a)** An understanding, awareness and sensitivity to Aboriginal and/or Torres Strait Islander culture and lore, kinship and skin relationships, local cultural values, the ability to conduct oneself in a culturally appropriate manner and an understanding that Aboriginal and/or Torres Strait Islander culture is not homogenous throughout Australia.
- b)** Where relevant, a knowledge of one or more relevant Australian Aboriginal and/or Torres Strait Islander language groups.
- c)** An ability to deliver or assist in the delivery of effective and appropriate services to an Aboriginal and/or Torres Strait Islander clientele through knowledge of the relevant Australian Aboriginal and/or Torres Strait Islander community, the ability to effectively communicate with Aboriginal and/or Torres Strait Islander people, and a knowledge of cultural conventions and appropriate behaviour.
- d)** An awareness of the history and role of Aboriginal and/or Torres Strait Islander organisations in the relevant region, an understanding of the organisations and their goals and the environment in which the organisations operate.
- e)** The ability to function effectively at work in an Aboriginal and/or Torres Strait Islander organisation,
- f)** An understanding and/or awareness of the concepts of Aboriginal and/or Torres Strait Islander self-determination and Aboriginal and/or Torres Strait Islander identity; and
- g)** A thorough knowledge of the history and role of Aboriginal and/or Torres Strait Islander organisations in the region, including an understanding of the organisations and their goals and knowledge of the political and economic environment in which the organisations operate.

## Working Relationships / Partnerships

The South Australian West Coast ACCHO Network (SAWCAN) is a partnership consortium consisting of five ACCHOs on the Eyre Peninsula and Far West Coast of South Australia:

1. Nunyara Aboriginal Health Service
2. Port Lincoln Aboriginal Health Service
3. Yadu Health Aboriginal Corporation
4. Tullawon Health Service
5. Oak Valley Health Service

The purpose of SAWCAN is to work collaboratively as a region to:

- Build capacity within the region to achieve improved health and wellness outcomes for Aboriginal people
- Demonstrate a strengths-based approach to achieving large scale solutions



- Share and co-operate with each other to utilise each other's skills, experience and specialist knowledge
- Leverage opportunities by advocating as one voice
- Become a central point of contact that provides advice and direction to external parties on any Aboriginal specific funds and programs coming into our region as it relates to health and wellbeing
- Act as a point of truth telling and supporting each other

In addition to Nunyara's employees, this position will work closely with all members of SAWCAN.



## Key Performance Indicators

### CQI and Projects Coordinator

The **CQI and Projects Coordinator** will use the Key Performance Indicator Section of this Job and Person Specification to continually assess their performance against the key tasks, and update and add to these indicators at regular intervals. The Key Performance Indicators are an integral element of measuring the achievements of the position and should be utilised as an ongoing tool in order to evaluate the position and service provided.

| KPI Area                            | Responsibilities / Key Tasks                                                                                                        | Expected Outcomes / Measures                                                            | Employee Comments | Supervisor Comments | Rating |
|-------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------|-------------------|---------------------|--------|
| Training & Professional Development | Participate in professional development to maintain current knowledge of RACGP, NDIS, ASES, and clinical governance best practices. | Demonstrated completion of relevant training.                                           |                   |                     |        |
|                                     |                                                                                                                                     | Knowledge applied in day-to-day practice to support compliance and quality improvement. |                   |                     |        |
| Accreditation & Compliance          | Lead self-assessments, evidence collection, and external audits (RACGP, NDIS, ASES).                                                | Accreditation standards achieved and maintained.                                        |                   |                     |        |
|                                     | Maintain audit-ready documentation.                                                                                                 | Documentation is audit-ready and up to date.                                            |                   |                     |        |
|                                     | Embed quality standards into daily practice.                                                                                        | Quality standards are embedded in practice and consistently applied                     |                   |                     |        |
| Project Planning & Delivery         | Conduct consultative project planning aligned with quality management principles.                                                   | Project objectives clearly defined and understood by all stakeholders.                  |                   |                     |        |



| KPI Area                                          | Responsibilities / Key Tasks                                                         | Expected Outcomes / Measures                                                     | Employee Comments | Supervisor Comments | Rating |
|---------------------------------------------------|--------------------------------------------------------------------------------------|----------------------------------------------------------------------------------|-------------------|---------------------|--------|
|                                                   | Plan and manage CQI and infrastructure projects in consultation with relevant teams. | Projects delivered on time, on scope, and in line with quality standards.        |                   |                     |        |
|                                                   |                                                                                      | Project management principles applied consistently.                              |                   |                     |        |
| <b>Communication &amp; Stakeholder Engagement</b> | Provide regular updates to end users and stakeholders.                               | Stakeholders receive clear, concise, and timely information.                     |                   |                     |        |
|                                                   | Promote quality principles and project benefits across the organisation.             | Staff and stakeholders demonstrate increased engagement and buy-in for projects. |                   |                     |        |
| <b>Risk Management</b>                            | Maintain and update organisational risk and incident registers.                      | Risks are proactively identified, documented, and monitored.                     |                   |                     |        |
|                                                   | Coordinate risk assessments, response plans and feedback loops.                      | Corrective actions implemented in a timely and traceable manner.                 |                   |                     |        |
| <b>Policy &amp; Procedure Governance</b>          | Maintain and update organisational policies and procedures.                          | Policies and procedures are current, accessible, and systematically reviewed.    |                   |                     |        |
|                                                   | Ensure alignment with legislative and accreditation standards (RACGP, NDIS, ASES).   | Staff demonstrate awareness and consistently apply policies.                     |                   |                     |        |
|                                                   | Oversee version control and review cycles.                                           | Audit findings related to documentation are minimized.                           |                   |                     |        |



| KPI Area                       | Responsibilities / Key Tasks                                                                 | Expected Outcomes / Measures                                                                                                 | Employee Comments | Supervisor Comments | Rating |
|--------------------------------|----------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------|-------------------|---------------------|--------|
| Quality Improvement & Feedback | Coordinate quality improvement cycles using audit and feedback data.                         | Quality improvements informed by data and stakeholder input. Documented improvements support continuous improvement culture. |                   |                     |        |
|                                | Facilitate stakeholder engagement and feedback collection.                                   | Stakeholder input is incorporated into service enhancements.                                                                 |                   |                     |        |
| Reporting & Accountability     | Provide four-weekly project update reports to CEO including risks, issues and budget status. | Project tracking updated and accessible.                                                                                     |                   |                     |        |
|                                | Support development of data-driven service reports.                                          | Reports are accurate, timely, and support decision-making                                                                    |                   |                     |        |
| Change Management              | Embed change management approach across all projects.                                        | Change initiatives are implemented smoothly with minimal resistance.                                                         |                   |                     |        |
|                                | Maintain change management register.                                                         | Quality principles are maintained throughout change processes.                                                               |                   |                     |        |
|                                | Facilitate workshops, training, and information sessions for staff, executives, and Boards.  | Staff and stakeholders demonstrate understanding and adoption of new processes.                                              |                   |                     |        |
|                                | Act as Communicare system administrator.                                                     | Client records are accurate and up to date.                                                                                  |                   |                     |        |



| KPI Area                                | Responsibilities / Key Tasks                                                        | Expected Outcomes / Measures                                                         | Employee Comments | Supervisor Comments | Rating |
|-----------------------------------------|-------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------|-------------------|---------------------|--------|
| <b>Systems Management (Communicare)</b> | Oversee data integrity, clinical coding, configuration, and quality data processes. | Clinical coding is consistent.                                                       |                   |                     |        |
|                                         | Support project-specific quality data processes.                                    | Data can be reliably extracted for reporting and compliance purposes.                |                   |                     |        |
| <b>User Training</b>                    | Coordinate internal training on systems, compliance, and quality.                   | Staff have the skills, awareness, and knowledge to use systems effectively.          |                   |                     |        |
|                                         | Disseminate training resources and facilitate workshops or information sessions.    | Training results in improved compliance and quality outcomes.                        |                   |                     |        |
| <b>Project Closure</b>                  | Prepare project closure reports.                                                    | Projects formally closed with documented outcomes.                                   |                   |                     |        |
|                                         | Seek formal endorsement for each project.                                           | Appropriate approvals and lessons learned are recorded for organisational reference. |                   |                     |        |

*\*\*These KPI's may be changed from time to time in consultation with Nunyara and the employee\*\**

## Scope of Work

### 1. **Teamwork and Communication**

- Promote the role and services of Nunyara; foster positive working relationships; contribute to committees and planning when required.

### 2. **Documentation and Administration**

- Maintain accurate Communicare records; provide reports and statistics; ensure confidentiality is maintained; assist with policy and procedures development

### 3. **Quality Improvement**

- Participate in CQI, accreditation and mandatory training; support WHS and infection control principles

### 4. **Professional Development**

- Maintain registration; complete mandatory training; mentor staff and students; contribute to education programs

### 6. **Customer Service**

- Deliver respectful, culturally safe service; support client decision-making; maintain confidentiality and NAHS values

### 7. **Organisational Contribution**

- Participate in planning, meetings, and organisational initiatives; support colleagues; foster positive workplace culture
- 

## GENERAL

Employees have a responsibility and obligation to comply with statutory and organisational requirements, procedures and rules that are introduced to ensure a safe and healthy work environment, free of discrimination and will contribute to these objectives by:

- Contribute to the achievement of outcomes, as identified in the Nunyara Strategic and any Activity Plans by:
- Comply with policies, procedures, and codes of conduct
- Contribute to risk management and WHS including identification and reporting of health and safety risks, accidents, incidents, injuries, property damage and near misses in the workplace and correctly utilising PPE
- Uphold privacy, confidentiality, and records management
- Participate in continuous improvement, cultural awareness training and performance reviews
- Comply with and have a working knowledge and understanding of Infection Control policies and procedures.
- Promoting awareness and compliance with Equal Employment Opportunity principles.



- It is the responsibility of every employee to ensure that no official record created or received (in any format) is destroyed without following prescribed retention procedures and subsequent authorisation. It is further the responsibility of every employee to ensure they gain an understanding of what constitutes an official record. It is a requirement that all employees will adhere to the prescribed Policy, Procedures & Practices of this organisation in relation to records management.

*This Position Description will be reviewed regularly, at least every 12 months, and when necessary, during the course of the 12 months, by the Supervisor together with the incumbent. This regular review will ensure the Position Description is up to date and accurately reflects the duties carried out by the incumbent.*

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**Date:** \_\_\_\_\_

**Acknowledged by Occupant (Signature):**

\_\_\_\_\_

**Please print your First and Last name:**

\_\_\_\_\_

## Selection Criteria

### Essential Minimum Requirements

[including qualifications, skills, experience and knowledge]

1. Demonstrated ability to analyse complex systems needs and requirements using a clear, structured and methodical approach.
2. Knowledge of web technologies, intranets, desktop applications and electronic health information systems, particularly Communicare.
3. Demonstrated experience working with Aboriginal communities, leaders and health professionals, with the ability to respect and uphold traditional culture, values and ways of doing business.
4. Proven ability to collaborate effectively with Aboriginal communities through consultation and negotiation.
5. Demonstrated ability to work independently under broad direction, identify performance outcomes, plan activities, set priorities and meet deadlines.
6. High level written and verbal communication skills, with the ability to communicate clearly and effectively to a range of audiences.
7. Sound consultation and negotiation skills, including the ability to recognise and resolve conflict constructively.
8. Well-developed interpersonal skills, with the ability to exercise tact, diplomacy and maintain confidentiality when dealing with sensitive matters.
9. Strong organisational and analytical skills, with the ability to manage competing priorities and workloads to meet agreed timelines and objectives.
10. Demonstrated ability to work effectively both independently and as part of a team.
11. Experience in the development and delivery of projects and/or programs.
12. Experience developing and maintaining productive working relationships with key external stakeholders, including government and non-government organisations.
13. Demonstrated experience in report writing, facilitating meetings, minute taking, and preparing and delivering presentations.
14. Understanding of the issues impacting Aboriginal people in urban, regional and remote communities.
15. Sound knowledge of Aboriginal Community Controlled Health principles, including social justice and self-determination.
16. Demonstrated commitment to equity, diversity and workplace safety principles.



17. Demonstrated knowledge of quality improvement, risk management and change management principles.

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**Desirable Minimum Requirements**

[to distinguish between applicants who have met all essential requirements]

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1. Knowledge and understanding of the role and functions of AHCSA Inc., and its relationship with Aboriginal Community Controlled Health Organisations.