

THE AUSTRALIAN COUNCIL ON HEALTHCARE STANDARDS (ACHS)**Position Description**

Position Title: Assessor Support and Development Coordinator

Responsible to: Manager, Assessor Division

Key Functional Relationships: To Executive Director Corporate & Assessor Divisions, the Assessor Division team, Assessors, Accreditation Administrative Division and Business Services, Customer Service Managers, and as relevant to the ACHS Executive and other ACHS staff.

Competencies: *Essential :*

- 1 Significant and senior experience as an accreditation Lead Assessor / Assessor
- 2 High level data analysis and reporting capability with capacity to develop key performance dashboard reporting for the Assessor Division
- 3 Excellent written communication skills with ability to produce reports for Board / Executive level consideration
- 4 Advanced communication skills and ability to communicate effectively with and across a range of professional and experiential personnel / stakeholders
- 5 Experience in performance development and management, including establishing systems to support learning and development
- 6 Ability to prepare and deliver training, education and development resources to support assessors and the assessment process
- 7 High level management skills including a demonstrated ability to coordinate a range of activities, set priorities and allocate workload, while meeting deadlines and multi-tasking
- 8 Demonstrated responsiveness and initiative to meet changing priorities
- 9 Sound knowledge of accreditation assessment processes, Standards and Schemes

Position Summary: The Assessor Support and Development Officer will:

- Coordinate and maintain performance management system of Lead Assessors and Assessors utilising available feedback mechanisms and provide feedback reports to Assessors / Lead Assessors – highlighting any areas requiring action to the Manager, Assessor Division
- Develop and maintain key performance reporting databases / reports / dashboards relevant to the activities of the Assessor Division
- Assist in the development and delivery of education and training materials to support assessors and effective accreditation assessments including but not limited to:
 - New assessor orientation and induction
 - Lead Assessor and assessor mandatory education
 - Resources
 - Virtual learning platforms and content
- Participate in the review of accreditation reports and the audit of accreditation assessments and present findings to Assessors / Management / Executive /

Board to support improvements in accreditation processes, inter-rater reliability and consistency

- Assist the Manager, Assessor Division, provide team leadership and direction to the Assessor Division and improve operational efficiency
- Contribute to achieving the ACHS goals by participation in corporate activities as appropriate
- Develop and implement programs / projects as required to meet strategic and operational imperatives
- Work with the Manager, Assessor Division to support a sustainable, high quality, responsive, consistent and customer focused Assessor Model

Responsibilities:

The responsibilities of the Support and Development Officer will assist the ACHS to achieve its goals:

1. Strengthening member engagement and experience

Assist the Manager, Assessor Division to:

- support assessors in their work in whatever ways are appropriate e.g. development of and conducting webinars, liaison by telephone/videoconference and provide advice on how to use ACHS electronic tools and be customer focussed
- undertake and report on assessor evaluation and activities to promote continuous quality improvement in service delivery
- provide appropriate advice on assessor expertise, experience, availability and performance to relevant ACHS staff to assist the delivery of quality ACHS services

2. Enhancing and diversifying our services

- provide data relevant to the Assessor Division to support new initiatives and business opportunities
- contribute as required and within scope to strategic alliances and partnerships

3. Demonstrating leadership and innovation

Participate in activities under the direction of the Manager, Assessor Division to:

- develop relationships with stakeholder groups in order to promote the role of Assessors
- collaborate with stakeholders in identifying programs or activities that can enhance Assessor performance and the accreditation assessment process
- develop and maintain reliable and transparent systems with performance indicators to support effective accreditation

4. Improving our organisational capability

- Practice in accordance with the ACHS vision, mission, values and goals
- work within the Assessor Division team to respond to customer and stakeholders needs and provide an efficient quality service in a timely manner
- participate in *occupational health and safety* activities by :
 - working accordance with accepted safe practices
 - reporting unsafe conditions and practices
 - observing occupational health and safety policies
 - attending education on occupational health and safety
- participate in staff training programs to ensure skills, knowledge and professional development are updated to deliver a quality service



- participate in the review of performance indicator data, self-assessment and in the external review of the ACHS to ensure continuous improvement
- provide data on the Assessors as relevant for research into quality improvement in health care

Performance Evaluation:

The performance of the Assessor Support and Development Officer will be evaluated by:

- The Manager Assessor Division
 - Periodic external customer / stakeholder feedback on services provided
 - Performance indicators for key areas of responsibility

Performance evaluation will occur six (6) months after commencement of employment and annually thereafter.

Employee's Signature: Date:

Executive Director's Signature: Date: