



THE AUSTRALIAN COUNCIL ON HEALTHCARE STANDARDS (ACHS)

Position Description

Position Title: Manager, Assessor Division

Responsible to: Executive Director, Corporate & Assessor Divisions (ED, CAD)

Key Functional

Relationships: To Assessors, Lead Assessors, Assessor Division team, Corporate & Assessor Divisions team, Customer Services Managers and as relevant to the ACHS Executive and other ACHS staff.

Competencies:

Essential :

- 1 Demonstrated high level contemporary strategic and operational management experience within the health industry
- 2 Ability to respond to changing priorities and meet strategic goals as they change in response to internal and external environment
- 3 Excellent communications and interpersonal skills (written, oral and formal presentations)
- 4 Demonstrated knowledge of current Australian and International environments as they relate to quality and safety in healthcare and accreditation, including but not limited to the ACHS Evaluation and Quality Improvement Program (EQuIP) and the National Safety and Quality Health Service Standards
- 5 Experience and demonstrated expertise as an accreditation Assessor preferred
- 6 Ability to develop and deliver education and support materials and programs to support Assessor recruitment and ongoing professional development and maintain a professional, responsive and contemporary high functioning Assessor cohort
- 7 Ability to develop resources to support accreditation assessments in new and emerging areas and markets
- 8 Expertise in current human resources and contract management practices including performance management of employees and contractors
- 9 Able to work independently within approved delegations and the scope of the role and motivated to achieve quality outcomes
- 10 Possess appropriate and relevant tertiary qualifications

Key responsibilities:

- Effective management of the ACHS Assessor Division team
- Oversee the processes for Assessor team selection and deployment to ensure that they are efficient and effective. Work collaboratively to improve systems and processes.
- The selection, training and development and ongoing performance management of Assessors and Lead Assessors to support the delivery of contemporary, high quality customer focused services.
- Establish, support and resource specific assessor skill sets and expertise to meet existing, emerging and innovative products and programs
- Develop, maintain, review an effective and efficient performance management system for Assessors and Lead Assessors.
- Provide regular reports on the activities of the Assessor Division such as performance management outcomes, and training and development,

- Oversee and monitor Assessor appointments, re-appointments, Service Level Agreements, annual registration and records maintenance
- Provide advice on the most appropriate and efficient Assessor model to meet existing and future models
- Actively engage as an ACHS Assessor in accreditation assessments to maintain contemporary knowledge, expertise and professional practice
- Undertake observational audits of accreditation assessments (either in an assessment or observational role) to monitor the performance
- Review selected accreditation reports for internal consistency, inter-rater reliability, consistent and appropriate application of the applicable Standards and professional presentations
- Provide expert advice, recommendations and decision support to all Assessor related matters
- Contribute to achieving the strategic and operational goals and vision of ACHS by active participation in corporate activities
- Establish, monitor and report on key performance indicators for the Assessor Division and provide effective evaluation and remediation as indicated

Supporting ACHS Strategic Goals:

The responsibilities of the Manager, Assessor Division will assist the ACHS to achieve its goals:

1.0 Strengthening member engagement and experience

- identify the needs of the ACHS and its customers in determining the most effective and efficient Assessor model(s) to successfully provide accreditation and other related services
- support Assessors as appropriate for the provision of optimal and professional customer service
- use effective team leadership and management skills to ensure the Assessor Division meets key performance indicators and effectively delivers services as required by internal and external customers

2.0 Enhancing and diversifying our services

- provide appropriate advice on Assessor expertise, experience, availability and performance to assist the delivery and enhancement of ACHS services
- consult with other ACHS staff in the preparation of information for Assessors to ensure they receive the most appropriate information and support for their role in providing member services

3.0 Demonstrating leadership and innovation

- utilise the ACHS vision, mission, values and goals in guiding everyday practice
- provide data on the Assessor cohort and Assessment practices / outcomes
- work with industry partners to promote ACHS as a premier provider of accreditation and quality and safety support services in Australia and internationally

4.0 Improving our organisational capability

- ensure that policies and procedures on Assessor selection, recruitment, performance management, utilisation, training and development and support are implemented, monitored, evaluated and contemporary
- actively recruit Assessors to meet existing and emerging needs
- provide support for, and act as a professional resource to, the Assessor cohort

Performance Evaluation:

The performance of the Manager, Assessor Division will be evaluated by:

- Assessor, ACHS staff, customer and external stakeholder feedback
- performance indicators for key areas of responsibility, special projects and as periodically determined / required

Performance reviews will occur six (6) months after commencement of employment and then annually.

Employee Name:

Employee's Signature: Date:

Executive Director's Signature: Date: