



JOB DESCRIPTION

POSITION TITLE	Quality & Compliance Coordinator
LOCATION	Taradale Masonic Rest Home & Continuing Care Elmwood Memory Care Home & Hospital
REPORTS TO	Quality & Compliance Manager
DIRECT REPORTS	Nil
LAST UPDATE	September 2025

OUR VALUES – What we hold most dear

Embrace life & living – people, community, culture, difference, with fun, humour & positive energy.

Accept & respect choice – with openness and sensitivity, of individuality and individual needs, because we are stronger together.

Act with a service heart – with aroha, care and kindness for our residents, their families, our communities and each other.

PURPOSE

The Quality & Compliance Coordinator is responsible for supporting the Quality & Compliance Manager in the coordination and administration of the organisation's quality management systems and continuous improvement initiatives. This includes maintaining quality records, supporting audits, assisting with policy and procedure updates, project support and ensuring accurate data management to meet regulatory, contractual, and internal standards.

Working across both sites, the Quality & Compliance Coordinator plays a key role in supporting continuous improvement, promoting safe and effective care, and contributing to a strong culture of quality, safety, and accountability within our facilities.

KEY OBJECTIVES

- Maintain and support the organisation's quality and compliance management systems to ensure all compliance and accreditation requirements adhered to at all times.
- Assist with the proactive preparation, coordination, and follow-up of audits, reviews, and quality improvement initiatives.
- Provide effective administrative and systems support to ensure quality, risk, and incident data is accurately maintained and reported.

- Work collaboratively with clinical and operational teams to support policy and procedure reviews and updates.
- Positively promote a culture of quality, health, safety, and wellbeing across the organization.
- Deliver friendly, professional, and high-quality customer service to residents, families/whānau, staff, and visitors, creating a positive first impression and a welcoming environment.

KEY RESPONSIBILITIES

KEY TASKS	PERFORMANCE OUTCOMES
Quality System Management	• Maintain the organisation's Quality Management System (QMS), ensuring records, registers, and quality documentation are current, accessible, and accurate. • Monitor review schedules for policies, procedures, and controlled documents, and support staff in maintaining up-to-date content. • Manage databases and registers related to quality, incidents, audits, risk, and contract compliance. • Generate reports and summaries from quality and compliance data to support internal monitoring and external reporting. • Support the Quality & Compliance Manager with audit tracking, corrective action plans, and follow-ups across both sites.
Quality and Compliance Administration and Support	• Coordinate quality improvement activities, including audit schedules, action plans, and document updates. • Provide administrative support for internal and external audits, including Ngā Paerewa Health and Disability service standards audit readiness. • Assist with incident and complaint management documentation, supporting timely escalation and closure of follow-up tasks. • Support staff with the use of quality systems, forms, and reporting processes, providing basic training or guidance where needed. • Contribute to a culture of safety and continuous improvement by supporting clinical and non-clinical teams with quality-related tasks. • Coordinate risk, audit, and compliance-related meetings, including preparing agendas, taking accurate minutes, tracking action items, and ensuring effective communication before and after meetings. • Assist with training coordination and communication related to compliance, policy, and quality activities as required. • Liaise with external partners (eg, auditors, contractors) as needed, under the guidance of the Quality & Compliance Manager. • Provide back-up and relief support for reception services including: ○ Acting as a welcoming first point of contact for visitors, residents, families and staff providing direction and guidance as appropriate. ○ Answering phone calls on the main phone, ensuring all calls are directed to the appropriate person.
Relationship Management	• Build and maintain professional and effective relationships with key internal and external people and contacts across all levels across the organisation eg, residents and their whānau, GPs, allied health professionals, contractors, suppliers etc to ensure effective communication and the smooth operations of the services NDMT provides.
Health and Safety	• Demonstrate a clear understanding of Health & Safety requirements including reporting of any identified safety hazards, near misses, incidents and accidents. • Demonstrate knowledge and understanding of NDMT emergency procedures including emergency evacuation procedures and civil emergency procedures (if applicable).

	• Support and adhere to all health and safety policies, procedures and systems that promote the health, safety and wellbeing of all people who work in, live in and access NDMT. • Ensure the appropriate use of Personal Protective Equipment (PPE) as required for specific tasks or work environments and ensure compliance with PPE protocols to maintain personal and team safety.
Cultural Awareness	• Participate in ongoing training and development provided to enhance knowledge and understanding of cultural awareness, ensuring respectful and inclusive practices that recognise and honor the diverse cultural backgrounds and preferences of all residents and colleagues. • Actively engage in and promote the principles of Te Tiriti o Waitangi in all interactions and decision-making processes. • Ensure all services provided to residents are spiritually and culturally appropriate by maintaining awareness of the principles of Te Tiriti o Waitangi, respecting tikanga Māori (Māori customs and protocols), and applying these cultural understandings in everyday interactions and professional settings. • Recognise the importance of the Pacific culture, language faith and family values and support NDMT to foster an inclusive environment by embracing and integrating Pacific Island cultural values, customs, and worldviews.
Professional Development	• Participate in all NDMT required training programmes. • Maintain up to date knowledge with relevant legislation, best practice activities, procedural and policy developments. • Maintain professional standards through self-development and attendance at appropriate courses.
Confidentiality	• Maintain strict confidentiality at all times including compliance with the Privacy Act 2020 and all related organisational policies.
General	• Treat all residents, their families/whānau, friends, representatives and staff with respect at all times. • Positively promote the reputation of the NDMT at all times. • Carry out any other additional duties as may be reasonably required from time to time.

PERSON SPECIFICATION

Qualifications

- A relevant qualification in healthcare administration, quality management, compliance, or a related field (*preferred*).
- A clinical qualification is not required but may be an advantage.

Skills, Experience and Attributes

- Previous experience in a similar quality focused role, ideally within a health or aged care (*preferred*).
- Strong organisational and administrative skills with excellent attention to detail.
- Good understanding of clinical quality, risk management, and compliance principles.
- Proficient in Microsoft Office (SharePoint, Word, Excel, Outlook) and database management.
- Ability to manage multiple tasks and priorities in a fast-paced environment.
- Excellent communication skills, both written and verbal, with the ability to liaise effectively across teams.
- Discretion and confidentiality when handling sensitive information.

- A proactive, flexible approach with a willingness to learn and support the quality team.
- Understanding of Te Tiriti o Waitangi principles and commitment to culturally safe practice is an advantage.