JOB DESCRIPTION

Job Title:	**Compliance officer**
Work Unit:	Ministry of Health
Responsible To:	Secretary of Health
Responsible For:	Measuring legislative compliance as well as identifying opportunities and strategies for healthcare delivery services and performance improvement. Establishing tools, processes, and systems to optimize clinical quality, patient safety and care management.
Job Purpose:	The Compliance officer will work in partnership with all Directorates to provide advice in the development of a compliance culture for quality and introduce audit and quality controls that improve the delivery of health care services. The compliance officer will drive and support MOH for quality, to ensure MOH achieves its goals and legislative responsibilities. The Compliance officer will increase the involvement of clinicians and health professionals in evaluation and quality improvement activities and provide useful tools for identifying potential problems and/or areas for improvement in health compliance.
Date:	June 2011

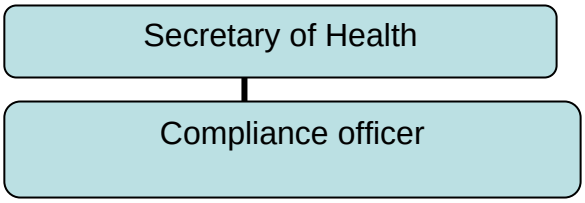
Organisation:

Vision: All Cook Islanders living healthier lives and achieving their aspirations.

Mission: To provide accessible and affordable health care of the highest quality, by and for all in order to improve the health status of the people of the Cook Islands.

Values:
Respect
People focused
Equity
Quality
Integrity
Accountability

Organisation Chart:



Functional Relationship Skills:

Key internal and/or external contacts	As the position entails an extensive range of activities, the following encompasses the skills most typical.
Government Departments: PSC, Education, National Human Resources Department, Environment, Internal Affairs, Youth, Police Department, Immigration, Ports Authority, Airport Authority, Customs Aid Agencies Non Governmental Organisations: Cook Islands Medical and Dental Association, Cook Islands Nurses Association, Disability Association, Te Kainga, Are Pa Metua, Punanga Tauturu, Red Cross, Te Vaerua Community Councils and Leaders, Church Leaders Visiting Consultants	The ability to develop policies, partnerships, frameworks and tools for compliance. Monitoring and evaluation skills. Planning, Implementation skills. Oral, written and presentation skills. Analytical and report writing skills. Communication and collaboration with key stakeholders. Liaison, support, advice and communication skills An advanced working knowledge of the audit controls in the computing program Med Tech 32.

The requirements in the above Outputs are broadly identified below:

Outputs:

Jobholder is accountable for	***Jobholder is successful when***
Infrastructure and systems 1. Develop and establish a compliance framework	1.1 Compliance framework is established and measurable controls are in place. 1.2 Regular meetings with each Directorate to update on the development of compliance benchmarks. 1.3 Compliance benchmarks and indicators developed and published.
2. Monitor the quality of Ministry of Health services to ensure all standards comply with compliance frameworks	2.1 Develop clear audit trails. 2.2 Ensure all audits undertaken are transparent, inform staff prior to audit, of compliance expectations.
3. In collaboration with respective	3.1 Half yearly progress reporting on the

Directorates, Managers Clinical and Community Health staff, proactively communicate and educate staff regarding compliance guidelines.	development of written policies and procedures. 3.3 Develop audit and quality controls aligned to the indicators.
4. Identify opportunities for compliance in the delivery of quality health care services within MoH. Proactively manage issues that impact on the Ministry of Health's profile and image as they relate to delivery of quality health care services.	4.1 Implement changes to effect continual improvement in services provided; and ensures compliance with regulatory and legal requirements. 4.2 Directs the development of systems and mechanisms to monitor the effectiveness and improvement of professional interventions and reviews department performance in relation to established goals. 4.3 Compliance with regulations is achieved.
5. Provide timely and accurate reporting to Secretary of Health.	5.1 Report should include non compliance areas, identifying significant issues and ensuring that appropriate data collection systems are in place
2. Effective communication 1. Ensure compliance with regulations, established and approved policies, procedures and protocols. 2. Ensure compliance with health and safety standards in the work place.	1.1 Provide at least 6 training sessions annually on compliance guidelines and activities. 1.2 Participates on assigned national committees; acts as liaison to other departments and service delivery areas to facilitate information-sharing, collaborative problem-solving and adequate provision of support services. 1.3 Educate staff regarding new statutes / guidelines and quality activities. 1.4 Foster and maintain collaborative relationships within the Ministry of Health and key stakeholders related to compliance initiatives.

Work Complexity:

The compliance officer's function encompasses an extensive range of activities. This role with lead on quality and compliance matters and promote compliance to legislation.

Person Specification:

Qualifications

Essential:	**Desirable**: (for recruitment purposes)
Legislative qualification Bachelor of Business qualification	Legislative qualification Bachelor of Business qualification

Knowledge / Experience

Essential:	**Desirable**: (for recruitment purposes)
Considerable knowledge of health care policies, compliance and quality issues. Considerable knowledge of clinical protocols and quality management requirements. Ability to interpret established policies into operating procedures. Ability to utilize strong communication skills, both oral and written, and effectively articulate and listen through an interactive style of communication. Ability to establish priorities, and meet deadlines.	Knowledge of modern quality care management principles, case management, discharge planning, office procedures and records maintenance. Ability to establish and maintain effective working relationships with health professionals and the public.

Key Skills /Attributes / Job Specific Competencies

The following levels would typically be expected for the 100% fully effective level:

Expert level	• Strong audit and leadership skills
Advanced level	• Excellent standard of written and spoken English.
Working Knowledge	• Leadership in the development of a culture of compliance
Awareness	• Political issues associated with health care in a Cook Islands context

Change to Job Description:

(From time to time it may be necessary to consider changes in the job description in response to the changing nature of our work environment– including technological requirements or statutory changes. Such change may be initiated as necessary by the manager of this position. This Job Description may be reviewed as part of the preparation for performance planning for the annual performance cycle).

Approved:

_____ _____

Secretary of Health Date

_____ _____

Employee Date