

## Position description

<b>Position title:</b>	Manager, Acute Care Standards
<b>Position number:</b>	20036369
<b>Position level:</b>	EL2
<b>Salary:</b>	\$144,162 to \$170,679 plus 15.4% superannuation
<b>Employment type:</b>	Full-time, Ongoing
<b>Reporting to:</b>	Director, National Standards Program
<b>Location:</b>	Australian Commission on Safety and Quality in Health Care 255 Elizabeth Street, Sydney

## Overview of the Commission

The Australian Commission on Safety and Quality in Health Care (Commission) leads improvements in the safety and quality of health care so all Australians receive better care, everywhere. It works in partnership with patients, carers, clinicians, the Australian, state and territory health systems, the private sector, managers and healthcare organisations to achieve a safe, high-quality and sustainable health system.

Key functions of the Commission include developing national safety and quality standards, developing clinical care standards to improve the implementation of evidence-based health care, coordinating work in specific areas to improve outcomes for patients, and providing information, publications and resources about safety and quality.

The Commission works in four priority areas:

- High-quality care in an evolving environment
- Strong outcome – focused clinical governance
- Empowered patients, carers and communities
- An improvement – driven workforce culture.

The Commission is an inclusive workplace, and we welcome and encourage applications from candidates with diverse backgrounds and experiences. We encourage everyone to be themselves without fear of discrimination or judgement about their ancestry, age, gender identity, religion, sexual orientation, cultural background and/or disability status.

## Overview of the program

The National Standards Program develops and maintains a suite of national safety and quality standards developed by the Commission, including the National Safety and Quality Health Service (NSQHS) Standards, Primary Health Care Standards, Cosmetic Surgery Standards, Digital Mental Health Standard. This includes the maintenance, review and improvement of these standards and the development of future editions.

In addition, the program develops and maintains the Australian Health Service Safety and Quality Accreditation Scheme, the National General Practice Accreditation Scheme and the

National Diagnostic Imaging and Pathology Accreditation Schemes. This includes ongoing support and resource development of implementation resources, support for standards users, and coordination of accreditation assessment processes and data collection and reporting.

This position will lead a small team and work in collaboration with the Program Director to manage the delivery on standards and accreditation for the acute sector as part of the National Standards team's commitments to:

- Develop strategies, standards and tools to improve safety and quality in the acute sector
- Develop implementation resources for the national safety and quality standards and communication strategies to generate engagement.

The position will also support the Director and assist with managing accreditation schemes and projects to support the implementation of the National Safety and Quality Health Service (NSQHS) Standards.

The primary focus of the next four years will be the development and support for implementation of the third edition of the National Safety and Quality Health Service Standards.

## Position duties and responsibilities

1. Manage, and be accountable for, national safety and quality Standards, including for clinical trials, and developing program and project plans, timelines; production of project deliverables; monitoring and reporting; and providing recommendations about managing risk, identifying problems and proposing solutions.
2. Support the Director, National Standards to manage the NSQHS Standards work program and to coordinate the Commission's development of a multi-year safety and quality program for national standards, including taking day-to-day lead on the development of safety and quality standards for healthcare providers.
3. Establish and maintain networks of key stakeholders to facilitate the work of the Commission in national safety and quality Standards development and maintenance.
4. Manage a small team to achieve the deliverables for this program.
5. Work collaboratively with healthcare organisations and providers, national agencies, expert groups, associations and professional bodies in the development of safety and quality standards and strategies.
6. Establish and manage project reference groups, and undertake project management activities including:
  - planning and documenting projects;
  - implementing, monitoring and reporting on progress;
  - providing recommendations about managing risk, identifying problems and proposing possible solutions;
  - reporting on project progress and outcomes; and
  - managing project deliverables to completion.
7. Work effectively with the National Standards teams, other Commission program areas and national expert groups and agencies on projects relating to the acute sector.
8. Support the Commission's National Standards Program work streams, managing risks, and identifying and resolving issues.

9. Provide secretariat support and participate in the work of expert working groups or workshops convened for the development of national arrangements for national standards projects, including the preparation of background papers, presentation and briefing papers.
10. Manage, as required, the commissioning of literature reviews, research and consultancies in support of these programs.
11. Prepare briefings and background papers on specific issues and project progress.
12. Collaborate with other teams across the Commission to ensure alignment with other work programs and strategic priorities.

## Skills and knowledge required

The successful candidate will have:

- Extensive knowledge of the Australian healthcare system, including jurisdictional and national policy and arrangements, and the operation of national accreditation schemes.
- Knowledge of the acute health sector and safety and quality of care concepts
- High level of knowledge and demonstrated experience in health service projects and/or standards development projects
- Strong resource and time management skills
- Expert highly developed analytical and problem solving skills
- Experience managing a high performing team to achieve program objectives
- Ability to conceptualise and communicate key issues and strategies in the measurement of healthcare appropriateness, effectiveness and safety
- Advanced specialist knowledge of healthcare stakeholders and relevant interest groups
- Excellent writing skills
- Effective oral communication, high level writing and presentation skills
- Extensive stakeholder management, negotiation and consultation skills
- Ability to effectively work in a team environment.

## Qualifications and experience

The successful candidate will have:

- Tertiary qualifications in a relevant area
- Extensive project or policy experience, preferably at a national or state/territory level
- Demonstrated ability and experience in providing strategic leadership to an effective team
- Experience working in the health system, including experience liaising and consulting with varied health care providers, stakeholder organisations, national agencies, expert groups, associations and professionals to achieve specific outputs and agreements.

## Selection criteria

1. Extensive experience in policy development or complex project management at a national or state/territory level.
2. In-depth understanding of the Australian healthcare system, including understanding of development and implementation of standards, accreditation schemes and other regulatory frameworks.
3. Strong analytical skills and conceptual ability, with the demonstrated capacity for strategic judgement.
4. Highly developed writing skills and secretariat skills including the preparation of policy papers, agenda and minutes.
5. Well-developed ability to communicate with influence and cultivate productive working relationships with stakeholders.
6. Demonstrated skills in leading and managing a team.

## To apply

To apply for this position, please complete and submit an application form through <https://www.safetyandquality.gov.au/careers> and upload:

- A CV summarising your relevant experience and qualifications
- A two-page cover letter broadly addressing your suitability against both the position description and selection criteria.

Applications are due by **11.59pm Australian Eastern Daylight Time (AEDT) 12 October 2025**.

Candidates must be Australian citizens to be eligible to apply.

**Please note:** This position will be offered in a hybrid model of office based (Sydney) and working from home, where operationally feasible. A regular weekly presence in the office is required.

## Selection process

The selection process is commonly made up of several forms of assessment, such as review of written applications, interviews, work sample tests, and referees checks. However appointments may be made based on assessment of written applications and referee checks only.

The Commission provides reasonable adjustments such as access, equipment or other practical support at relevant stages of the recruitment process. Please inform the Commission of any reasonable adjustments that could be considered in conjunction with your application.

## RecruitAbility

RecruitAbility is a scheme which aims to attract and develop applicants with disability and also facilitate cultural changes in selection panels and agency recruitment.

The Commission is committed to supporting the employment and career development of people with disability. Our participation in APS RecruitAbility means we will progress an applicant with disability to a further stage in the recruitment process, where they opt into RecruitAbility and meet the minimum requirements for the vacancy.

## How do I opt into *RecruitAbility*?

You will be asked to indicate if you wish to opt into RecruitAbility in the application form. You must tick the 'opt in' box to participate in RecruitAbility. Simply declaring that you have a disability will not automatically include you. More information on RecruitAbility can be found here: [RecruitAbility scheme: A guide for applicants](#)