

# SERVICE IMPROVEMENT OFFICER



- Join a leader in youth mental health, revolutionising services to our young people
- Support Orygen accreditation and maintain high standards in safe and quality care
- Full-time fixed term contract available for 12 months
- Generous NFP Salary Packaging and flexible work/life balance arrangements

## About Orygen

The why behind what we do is important. We believe that all young people deserve to grow into adulthood with optimal mental health. Everything we do is focused on this outcome. Orygen is leading and redefining what's possible in global research, policy, education and clinical care. Find out more on our [website](#).

## The Opportunity

Orygen is seeking a Service Improvement Officer to support all quality, clinical safety and risk related activities across Orygen's Clinical Programs and Services.

If you have a passion for the field of youth mental health and want to make a real difference to the lives of young people and their families and carers and share Orygen's values of respect, accountability, teamwork, excellence and innovation, then we would love you to join the Orygen team to revolutionise youth mental health.

## The role and your impact

As the Service Improvement Officer, you will work with people receiving services from Orygen, their representatives and our service providers (Orygen employees and their partners) to resolve concerns and make positive improvements for people receiving care. You will support the clinical service complaints and compliments handling function of Orygen through a range of complaint resolution techniques including early resolution, service provider resolution, conciliation and investigation. The overall purpose of the role is to receive, understand and respond, to the feedback associated with the clinical services of Orygen, and to help drive improved client experience and contribute to service improvement.

This is an exciting opportunity to actively develop and promote the quality improvement program and foster a culture of clinical quality and safety with emphasis on youth and family/friend focused services and outcomes.

## About you

Essential to be successful in this role and to be considered, you will need demonstrated experience in a complaints and compliments management role in a health care setting. In addition, you will have:

Demonstrated analytical and problem-solving skills, including the ability to assess and manage risk, work within legislative requirements, make impartial recommendations and to use specialist advice when needed.

Excellent written communication skills including the ability to write comprehensive evidence-based recommendations and reasons for decisions.

Strong customer outcomes focus, confidence and resilience in liaising with internal and external stakeholders in relation to contentious matters.

Capacity to work in a busy environment with demonstrated skills in time management, working with competing priorities and ability to prioritise and manage a diverse workload.

Demonstrated ability to work effectively and collaboratively as part of a team to achieve positive outcomes and a positive workplace culture.

To view the FULL selection criteria and learn more about this opportunity, please go to [www.orygen.org.au/About/Work-with-Us](http://www.orygen.org.au/About/Work-with-Us) to view the Position Description or contact Leanne Geppert at [leanne.geppert@orygen.org.au](mailto:leanne.geppert@orygen.org.au) for a confidential discussion.

## Salary and benefits

Generous salary commensurate with skills and experience of successful candidate plus 10% superannuation and access to NFP salary packaging with potential to significantly increase take home pay.

Orygen is committed to providing an inclusive work environment that supports employees to achieve their career goals without compromising their life goals. With this in mind Orygen offers a range of employment benefits including generous paid leave, flexible work arrangement, an employee assistance program, well regarded supervision and a supportive team, career growth and development opportunities, purposeful work that makes a real difference to lives of young people and their families and carers and career opportunities within an organisation that is the leader in youth mental health.

## How to apply

Please refer to the position description and submit your cover letter addressing the key selection criteria and resume to [careers@orygen.org.au](mailto:careers@orygen.org.au), using the subject line 'Service Improvement Officer' followed by your 'full name'.

Closing date: Sunday 3 October 2021, 11:55 PM AEST.

You are encouraged to submit your application as soon as possible. Orygen may close the advertisement before the closing date.

Orygen is dedicated to gender equality, diversity and inclusivity. We strive to continue to build a culturally safe workplace where our values underpin the way we work and our commitment to First Nations people of Australia, young people and their families, LGBTIQ+ people and CALD people. We strongly encourage applications from the First Nations people.

We strongly encourage applications from:

- First Nations people.
- People of different cultural backgrounds.
- People from LGBTIQ+ community.

**Recruitment Agencies** - *thank you for thinking of us, however we do endeavour to fill our opportunities through direct channels wherever possible. If we find that we do need agency assistance, we'll be in touch.*