



West Wimmera Health Service

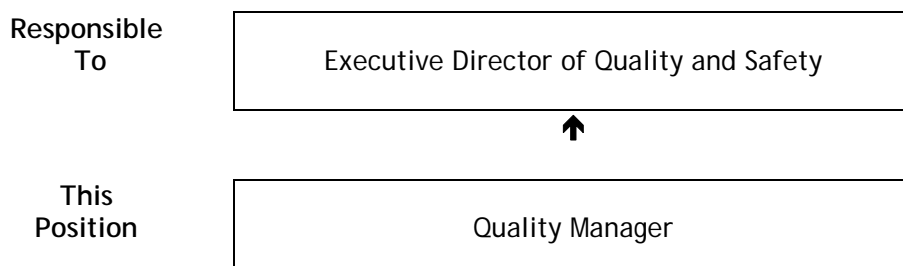
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Position	QUALITY MANAGER		
Location	Based in Nhill, Victoria	Reports to	Executive Director of Quality and Safety
Award	Health and Allied Services, Managers & Administrative Award	Level	Dependent on Qualifications and Experience
Effective Date	1 st July, 2018	Next Review	30 June, 2019
Position Overview	The Quality Manager is responsible for coordinating and supporting the Service's Quality Improvement, Accreditation and Incident Management functions		
Liaises with	Internal: All staff and departments External: Patients, residents, visitors, community, local government, external service providers - including Department of Health & Human Services		

POSITION RELATIONSHIPS



KEY RESPONSIBILITIES

- Provide timely, appropriate and responsive coordination of the Service's Quality Management Framework.
- Coordinate, assist and where appropriate lead the accreditation activities of the service.
- Ensure that quality systems throughout the Service are initiated and monitored in collaboration with the executive management team ensuring positive accreditation outcomes.
- Oversee the development, implementation and review of policies, procedures and protocols pertinent to quality improvement, including accreditation.
- Coordinate the Victorian Health Incident Management System (VHIMS) within the Service and provide timely reports to staff, managers and relevant committees, both internal and external.

STATEMENT OF KEY ACTIVITIES

Duty No	Details
1.0	General Duties
1.1	Maintain cooperative and productive working relationships with all relevant stakeholders.
1.2	Provide high level preparation and review of complex reports pertaining to quality improvement, accreditation and incident reporting.
1.3	Manage own professional development activities, supporting the professional development of others and contributing to learning in the work area.
1.4	Provide input and work with the executive team as required to develop strategies and action plans to ensure the goals of the Service are achieved.
1.5	Support the Executive Director in the role of principal advisor to the Board of Directors and the Chief Executive Officer on all matters pertaining to quality improvement.
1.6	Monitor the development of policies and procedures that promote continuous improvement in quality and safety standards, legal compliance and consumer interfaces.
1.7	Embed the identified values of the Service on quality and safety throughout its nine sites.
1.8	Other duties as directed by the Executive Director and the Chief Executive Officer.
2.0	Professional Practice
2.1	Demonstrate a commitment to positive promotion of the Service within the community.
2.2	Participate in professional education opportunities.
2.3	Ensure compliance to Service policies and protocols.
2.4	Act in accordance with the Service's Code of Conduct.
2.5	Promote, support and maintain a professional and team based environment.
2.6	Work cooperatively as part of the team.
2.7	Assist in the development, implementation, enforcement and review of policies, procedures and protocols throughout the Service.
2.8	Have an understanding of relevant legislation, standards, and awards relevant to the role to ensure the Service meets relevant compliance imperatives.
2.9	Model the values of West Wimmera Health Service (WWHS) while demonstrating a commitment to organisational strategic planning, processes and change.
2.10	Be competent to communicate effectively with all stakeholders.
3.0	Adaptability
3.1	Have the ability to cope with rapidly changing circumstances and quickly grasp new concepts.
3.2	Have the ability to liaise with personnel and patients and residents both within and external to the Service and co-ordinate all relevant communication to them as required.
3.3	Be willing to adapt to and embrace change.
4.0	Authority
4.1	The incumbent will report to the Executive Director of Quality and Safety
5.0	Quality
5.1	Promote a quality driven culture across the Service.
5.2	Document all Quality Improvement activities in the Service's Quality Register.
5.3	Support the Quality Management Framework so as to improve the quality of the service's provided and maintain ongoing organisational accreditation.

5.4	Foster continuous improvement throughout the Service and provide assistance to departments undertaking quality improvement activities.
5.5	Implement accreditation standards such as (but not limited to) the National Safety and Quality Health Service Standards, Aged Care Quality Standards, Diagnostic Imaging Accreditation Scheme Standards, National Standards for Disability Services, and Standards for Disability Services in Victoria
5.6	In collaboration with the Executive Team, implement monitoring systems that ensure patient, resident and client care is of an acceptably high standard throughout the Service.
5.7	Ensure internal and external benchmarking activities are implemented to identify improvement opportunities Service-wide.
5.8	Participate in collection of quantitative and qualitative data relevant to identified projects.
5.9	Propose and support change management principles and practices to be utilised Service-wide to ensure risks are identified and change implemented quickly and efficiently.
5.10	Monitor the progress of the project deliverables and report difficulties in meeting targets and/or other impediments.
5.11	Ensure the Service's quality systems are consistent with relevant government and Service requirements and support organisation-wide accreditation through regular meetings with the operational management teams and Executive Directors.
6.0	Safety
6.1	Participate in occupational health and safety training where appropriate, including mandatory education requirements.
6.2	Comply with employee responsibilities in regard to all relevant Occupational Health & Safety legislation, rules and regulations.
6.3	Ensure systems are developed and implemented which reflect an appropriate Occupational Health and Safety approach in work practices.
6.4	Assist in maintaining the Service's facilities and grounds in a safe condition and ensure that any incidents involving staff, patients, and visitors are reported immediately to the Department Manager and in the Victorian Health Incident Management System (RiskMan).
7.0	Communication
7.1	Contribute to the overall performance of the Service through appropriately communicating with and interacting effectively with others.
7.2	Attend and participate in internal and external meetings as required.
7.3	Regularly report progress on operational issues and strategic issues to the Executive Director, Quality and Safety.
7.4	Ensuring that validated data is used as the basis for quality improvement and change.
7.5	Co-operate with Service stakeholders.
8.0	Appraisal
8.1	Initial appraisal - 3 months after appointment. Thereafter - 12 monthly.

SELECTION CRITERIA

Key Selection Criteria

1. Minimum Bachelor's Degree qualification (AQF Level 7) in a health related discipline.
2. At least 3year's experience in a quality and safety leadership role.
3. Excellent interpersonal skills, with demonstrated ability to interact with all levels across the organisation.
4. Exceptional communication skills, especially through the clinical/non-clinical interface.
5. Excellent report writing skills.
6. Ability to work collaboratively within multidisciplinary teams.
7. Ability to collect, analyse and report upon data.
8. Ability to accept responsibility and work with limited direction.
9. A satisfactory National Police History check.
10. A satisfactory Working with Children check.
11. Current Victorian driver's licence.

Desirable Selection Criteria

1. Post Graduate qualifications relevant to the role
2. Experience in the Australian Healthcare system particularly in relation to quality improvement and healthcare accreditation with the ability to apply this knowledge

CERTIFICATION

The details contained in this document are an accurate statement of the duties, responsibilities and other requirements of the position.

Signature: Quality Manager:	Signature: Executive Director of Quality and Safety
Date:	Date: