Manager Quality & Risk

South West Healthcare

South West
Healthcare

About South West Healthcare

South West Healthcare is the largest outer regional health service in Victoria; providing acute, mental health, rehabilitation, and aged care together with an extensive range of primary and community health services across the south west catchment.

As the major specialist referral centre for the South West region, South West Healthcare provides a comprehensive range of specialist services.

With a total of 282 beds (216 acute, 36 aged care and 30 mental health), the organisation services a population in excess of 110,000, employing over 1,450 staff. Warrnambool Campus (212 beds) provides acute, rehabilitation and mental health care, together with extensive outpatient and community services. Camperdown Campus is a district hospital serving the local community and outlying district with 60 beds providing acute, nursing home and hostel care.

South West Healthcare embraces the following values:
- Caring
- Respect
- Integrity
- Excellence
- Leadership

Our Mission:
To provide a comprehensive range of high quality health and well-being services for people in South West Victoria.

Living in the South West

Situated on the Great Ocean Road, Warrnambool is surrounded by lush rural landscapes and breath-taking ocean views. With spectacular stretches of coastline, fantastic beaches and ocean views, beautiful parks and gardens, seaside walking and bike trails, visiting whales, notorious shipwrecks, unique volcanoes, great food, exhilarating sports and a thriving city centre, Warrnambool has something for everyone.

Warrnambool has a moderate climate with an average maximum summer temperature of 22°C, while the average winter maximum is 14°C.

City Access
From Melbourne, Warrnambool is a three hour drive via Geelong on the Princes Highway or the Hamilton Highway. Warrnambool has four return rail services to Melbourne on weekdays and three return services on weekends. Sharp Airlines operates two return flights from Essendon airport on weekdays and one return flight on Sundays.

Community
Education needs for all ages are covered. The City's main education centres include Deakin University (Warrnambool Campus), the South West TAFE. There are kindergartens in all suburbs, 11 primary schools and four secondary schools and pre-school centres.

About The Role

PRIMARY OBJECTIVE:

- To provide leadership and direction to the Organisation, Quality Unit members and Department Managers in the planning, implementation and monitoring of quality improvement and risk management programs.
- In conjunction with the Executive team, ensure the appropriate programs are implemented that achieve safe, patient focused quality care.
- Be a champion for change addressing natural resistance in a constructive manner.

SPECIFIC RESPONSIBILITIES, DUTIES AND SKILLS:

- Ensure the organisation's compliance with the National Safety and Quality Health Service Standards and all other relevant standards.
- Develop and maintain professional relationships and foster a team approach to service provision.
- Provide advice and direction to the Executive team on Quality initiatives, standards and management of risk.
- Provide direction to staff, keeping them up to date and consistent with the vision and purpose of the organisation.
- Monitor staff responsiveness to customer needs and ensure effective response to feedback, complaints, incidents and accidents.
- Monitor patient/consumer satisfaction regarding provision of quality service and environment and take appropriate action.
- Regularly review service standards through the complaints mechanisms, consumer feedback, auditing and the Clinical Risk Management Program to ensure continuous quality improvement.
- Participate in the development and review of the health services policies, processes and procedures.
- Actively promote consumer involvement in planning and evaluating healthcare.
- Work collaboratively with Quality Co-ordinators across the organisation.

DIRECT REPORTS TO THE ROLE:

- Redesigning Care Manager
- Quality Coordinator
- Policy Developer and Transfusion Coordinator
- Infection Control Coordinator
- Quality Business Support Officer

Key Selection Criteria

1. Relevant graduate qualifications in health science and leadership management.

2. Demonstrated clinical experience and an understanding of the application of the National Safety and Quality Health Service Standards.

3. Significant experience at a senior level in the health care industry.

4. Demonstrated leadership/management skills.

5. Demonstrated achievements in Quality and Risk Management practices and principles including compliance management.

6. Demonstrated achievements and commitment to driving improvements in organisational performance.

7. Thorough understanding of the various accreditation requirements associated with the provision of health services.

8. Experience across policy development/implementation and complaint resolution.

9. Ability to implement, monitor and evaluate the sustainability of improvements in service delivery.

10. Strong cognisance of and commitment to service redesign concepts.

11. Effective communication skills within an interdisciplinary team environment.

12. Computer literacy including strength in data analysis.

13. Ability to work independently.

Remuneration

A competitive remuneration package will be negotiated with the successful applicant.

The TRP is inclusive of:

- Base Salary
- Superannuation

Other benefits:
Salary packaging benefits are also available.

How to Apply

Applications should include a:

- Covering Letter incorporating a response to the Key Selection Criteria
- Current CV
- Completed Application Form (available on the HRS web site).

Applications can be lodged online via the HRS web site or by email at hrsa@hrsa.com.au

Applications Close: 11 February 2019

Further Information

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