

POSITION DESCRIPTION

POSITION TITLE:	MANAGER QUALITY AND RISK
RESPONSIBLE TO:	Director of Finance and Organisational Performance
CLASSIFICATION:	In accordance with relevant EBA
SALARY & CONDITIONS:	In accordance with relevant EBA and South West Healthcare policies
HOURS OF DUTY:	Full-Time

ORGANISATION AND ENVIRONMENT:

South West Healthcare (SWH) is the largest sub-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 Barwon South West sub-region, SWH provides a comprehensive range of specialist services from the following locations including:

- Acute Care Services Warrnambool & Camperdown
- Aged Care Services Camperdown
- Mental Health Services Warrnambool, Camperdown, Hamilton & Portland
- Community Health Services Warrnambool, Camperdown, Macarthur & Lismore
- Dental Services Warrnambool, Camperdown & Hamilton

With a total of 272 beds (216 acute, 36 aged care and 20 mental health), the organisation services a population in excess of 110,000. Warrnambool Campus (212 beds) provided 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.

SWH embraces the following values:

- Caring
- Respect
- Equity
- Integrity
- Excellence

SELECTION CRITERIA:

- Relevant graduate qualifications in health science and leadership management.
- Demonstrated clinical experience and an understanding of the application of the National Safety and Quality Health Service Standards
- Significant experience at a senior level in the health care industry.
- Demonstrated leadership/management skills.
- Demonstrated achievements in Quality and Risk Management practices and principles including compliance management
- Demonstrated achievements and commitment to driving improvements in organisational performance.
- Thorough understanding of the various accreditation requirements associated with the provision of health services
- Experience across policy development/implementation and complaint resolution.
- Ability to implement, monitor and evaluate the sustainability of improvements in service delivery.
- Strong cognisance of and commitment to service redesign concepts.
- Effective communication skills within an interdisciplinary team environment
- Computer literacy including strength in data analysis
- Ability to work independently.

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.

GENERIC RESPONSIBILITIES:

- Comply with all relevant legislative requirements, organisational policies, by-laws, standing orders, vision or mission statements and values including, but not restricted to:
 - Infection Control policies
 - Confidentiality policy and privacy legislation
 - Occupational Health and Safety policies and regulations
 - Guidelines of the State Services Authority including the public sector employment principles and Code of Conduct
 - Fire, disaster and other emergency procedures
 - Smoke Free Campus policy
 - Risk Management policies and guidelines
 - Consumer Participation Strategy
 - Accreditation requirements and Standards
- Attend orientation/induction or other mandatory training and relevant Health & Safety updates in areas such as Fire, Emergency Responses and Manual Handling.
- Promote the organisation in a positive manner
- Participate as a cohesive member of the health care team

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- Respect the rights of individuals
 - Participate in Continuous Quality Improvement within the organisation
 - Accept responsibility for your own personal belongings
 - Respect and appropriately care for the organisation's property and equipment
 - Participate in an annual Staff Development Review.

SPECIFIC RESPONSIBILITIES, DUTIES AND SKILLS:

Management & Leadership

- 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.

Planning & Monitoring

- Plan, implement and monitor quality improvement.
- Participate in the overall strategic planning of the organisation.
- Analyse, report and advise on Riskman data to ensure effective reporting and responses to risks, incidents and complaints.
- Participate in the planning, implementation, monitoring and evaluation of Infection Control and Risk Management Plans
- Provide unit based direction through clear and effective plans, policies and procedures.
- Participate in negotiations and discussions to identify human, financial and physical resource requirements.
- Monitor the cost-effectiveness, efficiency and productivity of resources utilised in response to quality improvement initiatives and take required corrective action.
- Conduct cost/benefit and needs analyses in relation to development of plans, reports and submissions.
- Initiate, implement and monitor agreed work practices and management strategies.
- Establish and communicate time frames and priorities for quality improvement activities.
- Identify and respond to opportunities to obtain funding for programs relevant to Quality and Risk Management

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- Ensure ongoing achievements and quality improvement through supporting the establishment of unit based plans which identify priorities and time frames.

Personal & Professional Skills

- Provide a role model for other staff.
- Provide education and guidance to staff to promote their understanding of quality improvement, risk management and Redesign principles
- Utilise appropriate problem solving skills, identifying a range of alternative solutions and seeking advice appropriately.
- Delegate effectively through the provision of clear instructions and expectations.
- Respond to issues and problems promptly to minimise or effectively manage any impact.
- Adapt readily to changes in direction or strategies affecting healthcare.
- Contribute to relevant meetings and forums by being well prepared.
- Adequately represent stakeholders at meetings and forums.
- Identify and manage conflict, aiming to achieve the most successful outcome.
- Develop personally and professionally through networking appropriately and maintaining up to date knowledge on health issues, practices and technology.
- Undertake any other appropriate activities as directed by the Chief Executive Officer from time to time.

Review

- South West Healthcare reserves the right of amendment, addition or deletion to this position description, as it considers necessary to serve the best interests of the organisation.

ANDREW TRIGG

Director of Finance and Organisational Performance

Last Revised: November 2018