

## Position Description

### Director Quality and Safety

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| Position Number: 30062021            | Division: Director |
| Classification: Director Arrangement |                    |

#### ORGANISATIONAL OVERVIEW

Colac Area Health is a unique integrated health service comprising of over 500 employees, providing Acute Care, Aged Care, Community and Allied Health Services to a catchment population of approximately 30 000. Situated in the Colac Otway Shire, one of the most picturesque Victorian municipalities that provides city conveniences with a country charm.

As an organisation, we celebrate our diversity and welcome all people regardless of ethnicity, faith, age, disability, culture, language, gender identity or sexual orientation. We acknowledge Aboriginal and Torres Strait Islanders as Australia’s First Peoples and as the traditional owners and custodians of the land on which we work. We welcome lesbian, gay, trans, gender diverse and intersex (LGBTIQ) people at our services. We pledge to provide inclusive and non-discriminatory services.

We are a child safe organisation committed in everyday practice to ensure the safety and wellbeing of all children, at all times. As a child safe organisation, employment is subject to a satisfactory national (and international where relevant) police check and Working With Children Check (relevant to the role), prior to commencement of any paid or unpaid work and/or participation in any service or undertaking.

#### OUR VALUES

Colac Area Health (CAH) recognises the role of employees in driving a high performance culture and a values based organisation.



We are committed to keeping the patient at the centre of our care with understanding, empathy and personal kindness.



We honour our word and act with honesty, transparency and fairness.



We treat all people with courtesy, kindness and professionalism.



We will work together to achieve the best possible health outcomes for our community.



We will be responsible for our decisions, actions and competence.

## POSITION SUMMARY

### Primary Objectives:

Reporting to the Chief Executive Officer, the Director Quality and Safety will be responsible for the oversight, facilitation and management of processes relating to clinical governance and the Victorian Clinical Governance Framework.

The role works closely with the Executive team to provide advice for the management and development of Colac Area Health's clinical and practice governance, compliance, risk and policy systems.

- Ensure the ongoing development and management of a Colac Area Health's (CAH) governance and legal frameworks and ensure their alignment with the Victorian Government Clinical Governance Framework. Focussing on the key elements of:
  - Leadership and Culture
  - Consumer Partnerships
  - Workforce
  - Risk Management
  - Clinical Practice
- Lead and coordinate CAH's accreditation in the key program areas of:
  - Department of Health and Human Services
  - NSQHS
  - Aged Care Quality Standards
  - Health Complaints Commissioners Standards
  - Commonwealth Home Support Package
- Facilitate and Lead CAH's, quality improvement initiatives, and risk management process and systems development.
- Oversee the management of CAH feedback processes and practices
- Ensuring all elements of the portfolio have contemporary and practical policies and procedures in place for the organisation to follow and drive the reporting of outcomes at internal and governing committees.

## **ROLE RESPONSIBILITIES**

### **Governance**

- Strategically develop, embed and coordinate Colac Area Health's governance, risk and audit functions
- Provide high level support and strategic advice to the CEO and Executive team to ensure broader corporate governance and compliance requirements are in place and well Managed in alignment with Victorian Government and National standards
- Provide oversight of CAH's clinical governance requirements including coordination of CAH's Risk Register and Legislative compliance frameworks
- Align CAH's statutory requirements, policies and procedures to ensure accountability and transparency and legislative compliance
- Consult with the CEO and key executives on governance and risk management, issues, challenges and outcomes
- Promote a quality improvement culture, underpinned by established Quality and Risk Management Frameworks

### **Compliance**

- Oversee CAH's quality improvement and accreditation processes
- Develop, maintain and report against annual Quality Plan
- Integrate performance and reporting inputs from across CAH
- Maintain CAH's compliance obligations
- Prepare compliance, governance and risk reports for CAH's Managers, Executive and the Board as required Quality Care Close to Home
- Provide advice to the CEO and Executive on emerging compliance requirements
- Ensure CAH's Legislative compliance and understanding across CAH

**Risk and Audit**

- Oversee CAH's Risk Management framework, tools, practices, and policies that support and enhance risk management
- Oversee the operation and enhancement of Riskman and liaise with managers (risk owners) regarding identification of risks and the development of strategies and actions
- Lead client/patient safety and clinical practice improvements across the service.
- Develop a standardised approach to mortality, clinical incident review management and reporting
- Provide leadership and support to CAH managers to build a culture of risk assessment, management and reporting across the organisation
- Maintain strategic and operational risk registers in consultation with stakeholders
- Ensure the organisation's risk management strategies and policies remain contemporary and compliant with relevant regulations and standards
- Develop and maintain Audit Schedule reflecting accreditation requirements

**Policy**

- Manage CAH's policy framework including coordination of the policy library and document control.(Prompt)
- Provide advice to policy owners regarding policy development and implementation

**Stakeholder Engagement**

- Collaborate with Executive and managers to develop and maintain strong stakeholder engagement to support effective and efficient working relationships and alliances within and outside CAH to achieve Government objectives and expectations
- Be a valued business partner providing feedback and consultation related to existing or emerging risks, internal controls, compliance matters and audit findings

**Team Leadership**

- Provide sound management and due diligence of resources and effective management and leadership of the Quality and Safety team
- Delegate tasks to members of the team, appropriate to their level of training and skill. Providing continuous leadership and guidance to members of the team
- Monitor the staff development and training needs of team members and providing or facilitating appropriate training and development opportunities.

## **CORPORATE REQUIREMENTS**

### **Governance, Quality and Risk Management**

- Demonstrates a commitment to continuous quality improvement and achievement of excellence in service delivery.
- Oversee the Victorian Health Experience Survey Framework.
- Manages Quality, Risk and OHS issues in accordance with appropriate CAH policy.
- Attends to portfolio requirements as documented.
- Actively Participates in accreditation programs.
- Participates in and supports data collection as requested.
- Instigates and actively participates in Quality Improvement Activities.
- Review and ensure a contemporary CAH approach to complaints management.

### **Infection Control**

- Ensure all practice is conducted in accordance with infection control policies, procedures and standards.

### **Workplace Behaviours**

- Ensure that you engage in behaviour through CAH policy and procedures that treats other staff fairly, equitably and not subject to any form of discrimination or harassment.
- Demonstrate and abide by CAH's and the Victorian Public Sector Commission (VPSC) Code of Conduct.
- Participate in promoting a safe working environment.
- Ensure an appropriate level of customer service is provided, demonstrating a friendly and supportive approach to our consumers.
- Demonstrate an understanding of appropriate behaviours when engaging with children.
- Demonstrate an understanding of the Charter of Human Rights.

**Key Selection Criteria:**

**Qualifications, Experience and Personal Attributes –**

**Essential:**

1. Undergraduate qualification in a relevant clinical discipline.
2. Demonstrated experience and high level working knowledge and understanding of the National Safety in Quality Healthcare Service (NSQHS) Standards and other accreditation processes.
3. Demonstrated understanding of key risks related to the provision of healthcare and the management of risks.
4. Experience in the development and delivery of contemporary, evidence based governance and risk frameworks, including clinical governance, complaints and communications.
5. Experience in and ability to build committed teams by translating strategy into meaningful long term plans and objectives for the delivery of services and the ability to motivate others to deliver against new objectives.
6. Implemented creativity, innovation and influence in generating new ideas, drawing on a range of information sources, using analytics to encourage others to adopt ideas and the ability to translate creative ideas into sustainable business as usual activities.
7. Proven analytical, high level planning, problem solving, organisational and implementation skills with a strong contextual awareness, demonstrated through rational and sound decision making.

**Desirable:**

- Post Graduate qualification in a related and relevant area.
- Previous experience in the Health, Aged Care and Community sectors.
- Demonstrated strong values driven leadership skills with a commitment to working collaboratively to achieve agreed organisational vision and objectives.

I have read and understand the requirements and responsibilities of my Position Description.

Signed: \_\_\_\_\_ Name: \_\_\_\_\_ Date: \_\_\_\_/\_\_\_\_/\_\_\_\_.