



## Position Description

**POSITION TITLE:** Quality and Safety Manager

**RESPONSIBLE TO:** Chief Executive Officer

**DEPARTMENT:** Quality and Safety

**AWARD:** As per employment contract

**CLASSIFICATION:** As per Award

**REPORTS TO:** Chief Executive Officer

**CONTRACT:** As per employment contract

### POSITION STATEMENT

The position of Quality & Safety Manager will provide leadership and support to the Orbost Regional Health Quality and Safety Program in partnership with the Executive Management Team. This includes providing direction and assistance with the monitoring and review of the Clinical Governance Framework to ensure safe quality care for our consumers and best practice across the organisation.

The key areas of oversight are

- Management of organisational documentation – Frameworks, Policies and Procedures
- Risk Management
- Quality & Safety standards - Accreditation
- Quality Improvement – methodologies, education and quality activities
- Consumer Liaison
- Legislation Compliance
- Incident reporting and Management

The role is expected to provide a facilitating and educational influence which will ensure that these key areas are integrated into the organisation's daily operations.

The Quality & Safety Manager will be responsible for coordinating the continuous improvement of quality systems across the health service. The role will oversee the integration and implementation of relevant standards, accreditation, quality audits and clinical risk management and will work in close collaboration with managers across the Health Service to lead continuous improvement initiatives. Additionally, the role will coordinate consumer feedback and partnering with consumers.

In addition to these core Support Services the position will be required to lead and participate in additional special projects as directed by the Chief Executive Officer. The Quality and Safety Manager will have a dynamic leadership style and knowledge of quality improvement principles and accreditation processes, and will be capable of educating and providing training modules to staff which demonstrate quality systems and processes including communication of the clinical governance framework to relevant staff.

Ensure Orbost Regional Health's comprehensive approach to quality and safety that includes: Risk management, Clinical governance, Patient centred care and Consumer rights and responsibilities, Diversity, Workplace Health, Safety & Wellbeing, Performance reporting and Monitoring, Partnering with Consumers, Quality Improvement and Open Disclosure.

## **RESPONSIBILITIES AND KEY PERFORMANCE INDICATORS (Outcomes)**

- Participate in the Strategic Planning process and implementation of the Strategic Plan
- Support the Executive Team with the annual report writing and publication requirements, including leading the Quality Account report
- Facilitate Quality Management Program for ORH ensuring that all employees and departments engage in Quality Improvement as an integrated component of their roles including coordinating the requirements for independent accreditation to ensure we achieve the required standards with relevant bodies
- Facilitate Risk Management procedures to ensure the program is effective in minimising organisational risks that may impact negatively on achieving the organisations strategic objectives and organisational aims including reporting requirements
- Provide support to the Occupational Health and Safety Program so that all employees, visitors, clients, residents and patients safety risks are minimised.
- Provide Project support and/or leadership as directed by the CEO.
- Manage Riskman software and Victorian Health Incident Management System (VHIMS) program including education requirements for all staff to ensure the incident reporting system is effective, risks are recorded and reported, including mandatory reporting to authorities.
- Provide leadership for the management of the Organisational Document Management system (Prompt) to ensure regular review of frameworks, policies and procedures are undertaken by the document owners.
- Seek consumer feedback, through patient experience methods and coordinate consumer liaison and feedback mechanisms.
- Support nominated operational committees to review quality and safety performance data and information and assist to develop improvement action plans where required
- Provide accurate and comprehensive reporting on quality and safety performance to the Board Quality of Care Committee and ORH Board in line with required reporting and committee terms of reference.

## **POLICY AND PROCEDURE MANAGEMENT**

- Aware of, interpret and apply policies
- Understand the linkages between the organisation, government direction and the community in the formulation of policies
- Assist managers to draft policies using research skills and consult with stakeholders.
- Provide feedback on draft policies
- Formulate and communicate public policy options and recommendations
- Use knowledge of contemporary health issues to add value to policy creation and review.
- Responsible for monitoring and coordinating policy development following legislative changes as required
- Monitor and support quality staff to maintain the PROMPT system to ensure review of policies and procedures are timely to ensure compliance with legislation

## **QUALITY IMPROVEMENT**

The role of the Quality & Safety Manager is to stimulate, encourage and monitor quality improvement in all services and departments of Orbost Regional Health. This position is responsible for coordinating the development, implementation, monitoring and review of a continuous performance improvement system, acting as a resource person and facilitating the implementation of organisational plans and staff development strategies. A key responsibility of this role is to maintain optimum accreditation status. Other duties include:

- Assist staff and managers in the identification of quality activities, ensuring that quality activities are co-ordinated across Orbost Regional Health
- Monitor collection and documentation, ensuring reporting to appropriate committees, Board of Directors and other relevant bodies
- Act as a role model for Orbost Regional Health in all aspects of quality
- Encourage consumers to participate in the quality management program where possible
- Develop key working relationships with Chief Executive Officer, Executives, Managers, and staff
- Develop and maintain a system to facilitate the review of activities and follow up outcomes to demonstrate Improving Performance.

## **RISK MANAGEMENT**

The role of the Risk Management Facilitator is to implement, educate, monitor and review a risk management plan across all services and departments of Orbost Regional Health. This position is responsible for co-ordinating the Risk Management Framework, Policy and Procedures, Risk Register, as well as acting as a resource person and facilitating the implementation of organisational plans and staff development strategies.

- Act as a role model for Orbost Regional Health in all aspects of identification and management of risks
- Encourage all staff members across the organisation to understand their role including risk management, and coordinate orientation and education requirements for risk
- Encourage all customers (internal and external) to work in partnership with the risk management team to maximise outcomes from a whole of organisation perspective
- Maintain compliance with the relevant accreditation programs
- Ensure the Riskman risk register is kept current and staff are completing treatment plans and regular review of risks
- Provide support to staff to develop risk treatment plans and report as per the risk management framework reporting timelines
- Coordinate and monitor health legislation compliance.

## **SPECIFIC ROLES:**

- Focus on and coordinate consumer feedback through consumer experience and feedback mechanism. Ensure complaints are managed and responded to within policy timeframes. Utilise consumer feedback (complaints and compliments) to improve and drive service improvement. This includes reporting through Riskman system.
- The ability to participate in the Executive on call roster will be negotiated with the incumbent.

## QUALIFICATIONS

Tertiary qualification in one or more of the following areas; Clinical, Business Management, Health Administration, Quality Management, Risk Management and Occupational Health and Safety are desirable. Prior experience within a healthcare setting is also desirable.

## KNOWLEDGE, SKILLS and ATTRIBUTES

- Consumer service focus
- Excellent organisational skills including time management
- High level communication and interpersonal skills
- Conflict resolution skills (preferred)
- Ability to work independently and as part of the team
- Good report and letter writing skills
- Understanding of clinical risk issues

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## HUMAN RESOURCES

- Employees must comply with and demonstrate the Organisational Behavioural Values **Respect, Integrity, Compassion, Excellence, Community**
- All employees of Orbost Regional Health are required to participate in an annual Performance review and planning process, ensuring all documentation is provided for the personnel file.
- Participate in the annual review and planning process, completing an annual performance review which is in line with the strategic objectives of Orbost Regional Health
- During the annual performance review discussion review the annual information updates as listed in attachment 2.
- All employees will undertake an organisational orientation induction program and complete training requirements relevant to position, including mandatory training as listed in attachment 1.
- On an annual basis complete mandatory training as per attachment 1.
- ORH promotes the safety and wellbeing of all children and particularly those from culturally and/or linguistically diverse backgrounds. Working with children checks are required for staff who work with children under 16, and understanding of implementation of safe practices with children including mandatory reporting of child abuse is a requirement of ongoing employment.

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## ADMINISTRATION

- Be conversant with Orbost Regional Health policies and procedures and be able to demonstrate how to access relevant policies and procedures using the PROMPT system
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## **OCCUPATIONAL HEALTH AND SAFETY**

- Ensure that work practices are carried out in accordance to the Occupational Health and Safety policies, and the operational policies and procedures of the organisation.
  - Ensure daily tasks are carried out in such manner that minimises risks to patients/residents, other staff members and visitors.
  - Ensure that infection control guidelines and requirements are known and incorporated into daily work activities.
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## **QUALITY AND SAFETY**

- Demonstrate a commitment to the delivery of quality services.
- Demonstrate a focus on partnering with consumers in the planning, delivery and evaluation of services and care, by actively seeking feedback and engaging consumers in their care planning as appropriate to employee role.

### Consumer feedback

- Ensure implementation of Consumer Feedback Policy and process in line with Partnering with Consumers Framework.
- Ensure staff awareness of Consumer Feedback Policy and process.
- Participate in investigation and response to complaints as required.
- Ensure responses to consumer feedback meet organisational targets.
- Review consumer feedback report monthly and ensure actions are taken in response to opportunities for improvement.
- Encourage consumer feedback across the organisation and in the community.
- Create a receptive, safe and welcoming culture for consumer feedback whilst ensuring consumer confidentiality.
- Ensure all staff under your service area have completed consumer feedback orientation.

### Incident management

- Investigate any incidents relating to your service area.
  - Provide oversight and support for the reporting, investigation and management of Adverse Events.
  - Provides reports to Board of Management and Operational Managers on completion of open disclosure processes
  - Ensure all staff under your service area have completed incident management orientation.
  - Ensure all Multi-Purpose Service activities are in accordance with the relevant legislation, rules and guidelines (for example the National Safety and Quality Health Standards).
  - Actively participate in the Orbest Regional Health quality program and accreditation processes against the required standards
  - Be able to identify risks and follow the Orbest Regional Health Risk Management Policy and procedure.
  - Have processes to monitor and evaluate the performance of the services provided by the work area.
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**AUTHORITY AND CONDITIONS**

- All employees of Orbst Regional Health must sign a Confidentiality Statement. This is to ensure that employees shall not at any time, either during the period of employment, or at its completion, divulge either directly or indirectly to any person, confidential knowledge or information acquired during the course of this employment.
- All employees of Orbst Regional Health are required to recognise consumer rights and operate within the Charter of Human Rights.
- Adhere to the level of authority under the Organisation Instrument of Delegation.
- This position carries a Level                      under the Instrument of Delegation.

I have read, understood and accepted this Position Description.

.....	.....
<b>(Employee Name)</b>	<b>Chief Executive Officer</b>
.....	.....
<b>Signature</b>	<b>Signature</b>
.....	.....
<b>Date</b>	<b>Date</b>

*Orbst Regional Health reserves the right to review and amend this document at its discretion.*

## **KEY SELECTION CRITERIA**

### **Essential Criteria**

- Experience in health sector environments with an understanding of accreditation systems and standards
- Demonstrated ability to write and review health policies and prepare briefs and reports
- Able to translate organisational strategy into meaningful long-term plans and objectives for own area of responsibility and in the development of organisational policies
- Understanding of clinical risk issues, and the application of research in policy development
- Knowledge of change management, designing and managing projects in a health environment
- Excellent leadership skills with strong communication skills, computer literacy, and presentation capability
- Ability to work in Multi-Disciplinary Team
- Demonstrate sound decision-making ability
- Commitment to customer focussed services
- Ability to work under pressure, prioritise high risk tasks and complete work within time lines
- Experience in working in Quality Management, Risk Management and/or Occupational Health and Safety

### **Desirable Criteria**

- Qualification at Degree/Diploma level in Clinical, Business Management, Health Administration or similar
- Diploma or Certificate in Quality Management, Risk Management and/or Occupational Health and Safety
- Committed to the public interest and understand Orbost Regional Health's current and future role
- Is able to accept changed priorities without undue discomfort
- Motivated towards continuous improvement
- Willingness to partake in further education as required

### **Mandatory Criteria**

- Current Police Check
- Current Working with Children Check
- COVID Vaccination x3

## Orbost Regional Health Position Description - Attachment 1

### Organisation wide – Mandatory Training

Focus area	Frequency	Classification	Staff	Training Type	Committee Responsible
<b>Emergency Response</b>	Orientation & Annual	Mandatory	All ORH Staff	Online training	Emergency Preparedness & Resilience
<b>Manual Handling</b>	Orientation & Annual	Mandatory	All ORH Staff	Online training	OH&S
<b>No Lift</b>	Orientation & Annual	Mandatory	Nursing Staff	Online training and practical assessment	OH&S
<b>Hand Hygiene</b>	Orientation & Annual	Mandatory	All ORH Staff	Online training	Infection Control
<b>Basic Life Support</b>	Orientation & Annual	Mandatory	All Nursing Staff Medical Staff	Self-directed learning package-clinical skills practical assessment	Clinical Standards
<b>Medication Administration General Adult &amp; IV competency</b>	Orientation & Annual	Mandatory	All Nursing staff (including medication endorsed ENs).	Online training	Clinical standards
<b>Falls Prevention</b>	Orientation & Annual	Mandatory	All nursing staff	Online training	Clinical Standards
<b>Neonatal Resuscitation</b>	Orientation & Annual	Mandatory	All Midwives	Online training	Clinical Standards
<b>Advanced Life Support</b>	Orientation & Annual	Mandatory	All ALS responders – grade 5/ ANUMs	Self-directed learning package-clinical skills practical assessment	Clinical Standards
<b>Triage</b>	Orientation & Annual	Mandatory	Grade 5 / ANUM	Online Training	Clinical Standards
<b>Blood Safe</b>	Orientation & Annual	Mandatory	All Nursing Staff	Online Training	Clinical Standards
<b>Aseptic Technique</b>	Orientation & Annual	Mandatory	All Nursing & Medical Staff	Online Training	Infection Control
<b>Bullying and Harassment</b>	Orientation	Mandatory	All ORH Staff	Online Training	People and Culture
<b>Risk Management</b>	Orientation & Annual	Mandatory	Managers	Online Training	OH&S
<b>Occupational Violence</b>	Orientation	Mandatory	All ORH Staff	Online Training	OH&S
<b>OHS</b>	Orientation	Mandatory	All ORH Staff	Online Training	OH&S
<b>Cybersecurity training for health services</b>	Orientation	Mandatory	All ORH Staff	Online Training	MPS Managers
<b>NDIS Worker Orientation Program</b>	Orientation (post June 2020)	Mandatory	NDIS workers	Online Training	People and Culture



**Orbost Regional Health Position Description – Attachment 2**  
**Organisation wide – Orientation & Annual Information Update**

<b>Focus area</b>	<b>Frequency</b>	<b>Classification</b>	<b>Staff</b>	<b>Training Type</b>
<b>Occupational Health &amp; Safety</b>	Orientation & Annual	Info Update	All ORH Staff	Manager Discussion
<b>People &amp; culture</b>	Orientation & Annual	Info Update	All ORH Staff	Workshop
<b>Diversity</b>	Orientation & 2 years	Info Update	All ORH staff	Manager Discussion
<b>Clinical Governance</b>	Orientation & annual	Info Update	All ORH staff	Manager Discussion
<b>Resource Management</b>	Orientation & 2 years	Info Update	All ORH staff	Manager Discussion
<b>Risk Management</b>	Orientation & Annual	Info Update	All ORH staff	Manager Discussion
<b>Quality Improvement</b>	Orientation & Annual	Info Update	All ORH staff	Manager Discussion
<b>Partnering with Consumers</b>	Orientation & Annual	Info Update	All ORH staff	Manager Discussion
<b>Performance Reporting and Monitoring</b>	Orientation & 2 years	Info Update	All ORH staff	Manager Discussion
<b>Patient Rights &amp; Responsibilities</b>	Orientation & Annual	Info Update	All ORH staff	Manager Discussion
<b>Emergency management &amp; Business Continuity</b>	Orientation & Annual	Info Update	All ORH staff	Manager Discussion
<b>Review &amp; Planning Process</b>	Orientation & 2years	Info Update	All ORH staff	Manager Discussion
<b>Environmental sustainability</b>	Orientation & 2years	Info Update	All ORH staff	Manager Discussion