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| Position Title: | Quality & Risk Manager |
| Reports To: | Director of Clinical Services |
| Direct Reports: | Quality and Risk Officer/s |
| Department: | Clinical Services |
| Classification: | Dependent on qualifications and experience. |
| Employment Conditions: | Victorian Public Health Sector (Health & Allied Services, Managers & Administrative Workers) Single Enterprise Agreement 2016-2020. or Nurses and Midwives (Victorian Public Sector) (Single Interest Employers) Enterprise Agreement 2020 – 2024 |
| Qualifying Period: | 6 months from commencement date. |

East Wimmera Health Service (EWHS) is a fully accredited small rural health service consisting of 40 Acute and 95 Aged Care beds across five campuses in the Buloke and Northern Grampians Shires in North Western Victoria. Covering the land first inhabited by the Dja Dja Wurrung, Barengi Gadjin, and Jaara Jaara peoples. EWHS encompasses the townships of Birchip, Charlton, Donald, Wycheproof and St Arnaud. EWHS provides a broad range of Acute, Community Based and Aged Care services integrated with local General Medical Practices. Additionally EWHS manages a number of other local services in post-acute care, planned activity groups and infection control. The duties of this position are to be performed with adherence to the purpose and values identified through EWHS's strategic plan and compliance with the Code of Behaviour for staff of EWHS.

Our Vision

To see sustainable improvement in the health and wellbeing of our community

Our Purpose

To work together with our community to achieve better health and wellbeing outcomes

Our Values

Together, Honesty, Empathy, Community, Open, Respect and Excellence

ROLE STATEMENT

The Quality & Risk Manager works collaboratively with the organisation's senior leaders, managers and staff to promote a culture that facilitates the delivery of high-quality healthcare through monitoring, collating and the evaluation of the East Wimmera Health Service (EWHS) Quality Frameworks and organisational Risk Management.

With a focus on quality systems, this role will work with and support managers, clinicians, and the wider EWHS staff team to ensure effective quality governance systems are in place. This position is central in supporting and maintaining a focus on consumer directed care at all levels of EWHS.

The Quality & Risk Manager is responsible for overseeing the accreditation requirements, compliance processes, Incident Management, the implementation of the EWHS Quality Frameworks and organisational Risk Management.

POSITION SPECIFIC RESPONSIBILITIES

Organisational

- Support a culture that enables staff to understand and comply with quality, clinical risk and patient safety guidelines to meet relevant accreditation standards and legislative obligations.
- Prepare and provide reports for the Board of Directors, Executive Team, Managers and relevant Committees: Clinical incidents, Clinical risks and consumer experience
- Lead and facilitates the process towards accreditation status and compliance with relevant standards and programs.
- Work with Executive team members, Campus Managers and departmental and program managers to monitor and ensure preparation for accreditation for all services as required.
- Provide information to the Board of Directors, Executive team in relation to consumer experience, quality improvement, clinical risk and patient safety.
- Provide support to the Board of Director Chair of the EWHS – Quality & Clinical Risk Board Sub Committee.

Quality Management Systems

- Review, and monitor the EWHS Quality Governance Framework
- Monitor the Quality Governance system and ensure ongoing evaluation of services and their delivery whilst supporting efforts designed to improve and enhance operational efficiencies
- Develop and implement a EWHS organisational Wide Quality Improvement Plan
- Participate in and contribute to the quality improvement programs and other organisational activities to meet Accreditation Standards
- Provide support and training to staff in the quality systems database and audit tool completion
- Develop clinical audit tools in conjunction with senior managers
- Administration and staff set up in the Quality Systems Database
- Maintain and review the EWHS Internal Audit schedule
- Monitoring of achievements against National Safety and Quality Health Standards (NSQHS) and Aged Care Quality Standards (ACQS) and ensure gaps identified and addressed.
- Development and dissemination Health Standard updated
- Dissemination of relevant publication from Health Service Standards Bodies to relevant staff
- Review and update policies relating to Quality improvement

Accreditation Process

- Assist in the preparation of accreditation documentation requirements.
- Provide support, advice, education and mentoring to EWHS employees regarding accreditation for both NSQHS ACQS
- Ensure that risks around compliance with accreditation are identified and that appropriate actions are being put in place
- Coordinate the implementation of any recommendations arising from accreditation
- Provide support and assistance to the EWHS Managers in relation to accreditation systems
- Advertising and promotion of the NSQHS and ACQS Standards

Clinical Incident Management

- Manage and coordinate the organisations incident management system Victorian Health Incident Management System (VHIMS).
- Registration of new staff to the VHIMS incident system
- Forwarding maintenance requests to VHIM for remove of exited staff
- Setting up roles and teams in VHIMS as required
- Managing newly submitted incidents
- Forwarding tasks to staff to complete relating to incidents
- Monitoring and escalating outstanding tasks
- Reviewing submitted actions for completeness
- Signing off completed incidents
- Generating reports from VHIMS on clinical incidents
- Provide support, advice, education and mentoring to staff on incident management and incident investigation.
- Facilitate the review of all ISR 1 and 2 incidents and prepare related case reviews and investigation reports for presentation at relevant meetings.
- Provide regular trended incident reporting.
- Provide support and advice to staff involved in serious adverse events.
- Provide support and advice to staff in open disclosure processes

Feedback Incident Management (VHIMS)

- Registration of new staff to the VHIMS feedback system
- Setting up systems roles and responsibilities
- Managing the feedback dashboard
- Monitoring newly submitted feedback
- Forwarding tasks to staff to complete relating to feedback
- Monitoring and escalating outstanding tasks
- Completing the feedback analysis tool
- Identified that all information required for the CCC has been placed in the VHIMS system
- Ensure all attachments are in place and process is completed
- Sign of completed Feedback
- Provide regular trended reporting.
- Provide support and advice to staff involved in the feedback process
- Provide support and advice to staff in open disclosure processes.

Risk Management

- Monitor the Risk management Calendar for risks requiring review
- Ensure that risks due for review are forwarded to the risk owner for updating
- Table reviewed risks at relevant committee for approval
- Update the risk register as risks are reviewed
- Table Strategic risks to the board sub committees Quality and Clinical Risk and Finance, Audit and Risk Committees according to the Risk Register Calendar
- Table Operational risks to the relevant Quality Governance Committee
- Manage newly identified risks and ensure they are tabled at relevant committees
- Ensure newly identified risk have a dedicated risk owner

Policy and Procedure Management

- Develop, monitor and maintain the organisations Policy and Procedure system.
- Alerting department heads of overdue policies
- Tagging the policies to ensure easy retrieval by staff
- Generate the policy and procedure report for QCR twice yearly

Quality / Safety and Risk Management

- Act in accordance with all relevant external legislation and internal EWHS policies and procedures that relate to this position and the organisation.
- Participate in and contribute to quality improvement programs and other organisational activities to meet Accreditation Standards.
- Participate and contribute in occupational health and safety activities to ensure a safe work environment for consumers, community, staff and visitors.
- Minimise exposure to incidents of infection / cross-infection of patients, consumers, staff, visitors and the general public by adhering to the Health Service Infection Control policies and procedures.
- Cooperate with the EWHS's Occupational Health and Safety policies and to participate in appropriate safety education and evaluation activities.

Integrity

- The values and expected behaviours at EWHS support ethical and responsible decision-making and a culture where all staff behave with integrity and respond appropriately if behaviour (at any level within an organisation) falls short of expectations.
- EWHS's disclosure and reporting processes provide confidentiality, utilise effective investigation and escalation mechanisms and include a range of actions to address fraudulent, corrupt or other unacceptable employee behaviours.
- If you suspect unethical, fraudulent or corrupt behaviour, it is imperative to report that behaviour. Sometimes this behaviour is managed internally but if it meets the mandatory minimum requirements, the CEO as the principal officer at EWHS has a statutory obligation to report material issues to the Independent Broad-based Anticorruption Commission (IBAC)
- Reports can be made directly to the CEO or the Board depending upon the level within the organisation the suspected behaviour is occurring.

PERFORMANCE INDICATORS

- Compliance with the Education Training Schedule (ETS)
- Staff and management contribution to and co-operate with continuous quality improvement activities.
- EWHS Internal Audit schedule is maintained, and actions monitored through the Quality Improvement Register
- EWHS quality, risk and compliance systems are demonstrably improved, including relevant quality databases
- EWHS successfully achieves accreditation with relevant industry bodies.
- Provide regular reports on quality and clinical incident and consumer feedback
- EWHS Quality Improvement Plan and register are embedded into the planning processes
- EWHS meets all compliance obligations with performance regularly reported.

KEY BEHAVIORAL COMPETENCIES

- Interpersonal Savvy
- Functional / Technical Skills
- Priority Setting
- Motivating Others
- Negotiating
- Informing

KEY SELECTION CRITERIA

- Experience in overseeing and implementing organisation wide quality programs and quality frameworks.
- Relevant tertiary qualifications
- Proven leadership capabilities, including well-developed communication and influencing skills.
- Well-developed analytics and ability to associate different information to find the salient ideas.
- Being results driven; and fostering productive and professional working relationships.
- Demonstrated ability to interrogate data and find practical solutions to problems.
- Demonstrated ability to teach, coach, mentor, and support staff to question, challenge and innovate.
- Advanced report writing and computer skills.
- Experience in planning and implementing preparation for Accreditation systems including assisting and coordinating activities associated with accreditation and review processes.
- Evidence of recent annual influenza immunisation or willingness to obtain prior to commencement.
- Evidence of full immunisation against COVID-19.

The Quality & Risk Manager at East Wimmera Health Service will hold:

- A current Victorian Drivers Licence.
- A current National Police Check or ability to obtain a satisfactory check.
- A current employee Victorian Working with Children Check.
- Ability to comply with the “Behavioural Outcomes” for this role.

East Wimmera Health Service

STANDARDS OF BEHAVIOUR

Our staff will always:

Our staff will not:

| | | |
|-------------------|---|---|
| Together | <ul style="list-style-type: none"> • Work as part of the team • Mentor others • Provide encouragement to others • Care for others the way they would like to be cared for themselves • Partner with consumers in decision making about their healthcare | <ul style="list-style-type: none"> • Be self-centered • Have inappropriate conversations with others • Demonstrate a “can’t-do” attitude • Ignore feedback given by patients or colleagues • Avoid responsibility • Refuse to assist others with their workload |
| Honesty | <ul style="list-style-type: none"> • Be open & honest with ourselves and with others • Make ethical decisions • Bring ourselves to work • Maintain high levels of integrity • Be responsible and accountable | <ul style="list-style-type: none"> • Be dishonest • Be unreliable • Pass the buck • Lazy |
| Empathy | <ul style="list-style-type: none"> • Commit to delivering a positive health experience to every person every time • Show compassion to all people • Demonstrate empathy & understanding | <ul style="list-style-type: none"> • Be sarcastic • Be judgmental • Make care decisions without consulting the consumer |
| Community | <ul style="list-style-type: none"> • Maintain customer focus • Lead by example • Be responsible & accountable for their own actions • Stand up and take action • Escalate issues or behaviours of concern | <ul style="list-style-type: none"> • Be hypocritical • Contribute to rumours • Discriminate against others • Think they’re better than others • Be passive |
| Open | <ul style="list-style-type: none"> • Demonstrate consistency • Treat people equally • Be considerate & understanding • Be collaborative and collegiate • Deal with issues | <ul style="list-style-type: none"> • Demonstrate favouritism & exclusion • Withhold information • Ignore issues |
| Respect | <ul style="list-style-type: none"> • Maintain confidentiality & privacy • Be punctual • Listen to others & accept differences • Respond courteously • Greet all people by saying hello, smiling and introducing themselves • Be culturally informed and sensitive • Respect diverse opinions | <ul style="list-style-type: none"> • Be arrogant • Be disrespectful • Display rudeness • Bully, harass or display aggression • Allow unacceptable behaviour |
| Excellence | <ul style="list-style-type: none"> • Expect and deliver excellence • Persevere to do the best job they can • Strive continuously to improve • Be professional & enthusiastic • Have the courage to question what we do | <ul style="list-style-type: none"> • Give up • Accept mediocrity • Leave an untidy workplace |

Staff at EWHS must also comply with both the Industry and organisational Code of Conduct

RISK ASSESSMENT / JOB ANALYSIS

East Wimmera Health Service provides a safe working environment for staff as part of the process Risk Assessments have been carried out and this position could include some or all of the following.

(Please mark (eg X or ✓) to those that apply to this position)

| Aspects of Normal Workplace | Frequency | | | |
|--|--------------|-----------|-----------|----|
| <u>Work Environment</u> | Occasionally | Regularly | Continual | NA |
| • Work with the possibility of extended hours | ✓ | | | |
| • Work in locations geographically separated from main facility | | ✓ | | |
| • Working off site which may include clients homes | ✓ | | | |
| • Clinical areas | | ✓ | | |
| • Travelling or Driving in cars on a regular basis | | ✓ | | |
| <u>Work Activity</u> | | | | |
| • Manage demanding and changing workloads and competing priorities | | | ✓ | |
| • Undertake administrative tasks including intensive computer keyboarding work, filing, writing, concentrating for long periods of time | | ✓ | | |
| • Sitting at the computer for extended periods of time | | ✓ | | |
| • Sitting in meetings for extended periods of time | | ✓ | | |
| • Use of technology including photocopiers, telephones | | ✓ | | |
| • Undertake manual handling of equipment | ✓ | | | |
| • Patient Handling (<i>No Lift Program operates throughout EWHS</i>) | | | | ✓ |
| • Exposure to Substances (<i>Protective equipment & procedures in place to prevent contact</i>) | | | | ✓ |
| <u>Work relationships</u> | | | | |
| • Work in a team environment and at times independently | | | ✓ | |
| • Interaction with staff from other disciplines and departments | | | ✓ | |
| • Interacts with: <ul style="list-style-type: none"> ○ colleagues and other hospital staff ○ members of the public ○ Patients and relatives | ✓ ✓ | | ✓ | |



Cultivating Healthy Communities

I acknowledge:

- That I have read and fully understand the Position Description and the position's Job Analysis.
- I agree that I have the physical ability to fulfil the inherent requirements of the position, and accept my role in fulfilling the responsibilities, activities and duties.
- I understand that the information provided is a general outline and may not encompass every aspect of the position.
- That EWHS may alter the duties of this position description if and when the need arises. Any such changes will be made in consultation with the affected employee(s).
- I understand that this is separate to the employment agreement that I will sign, outlining the terms and conditions of my employment.

Name (please print) _____

Signature _____

Date _____

Document Control

Executive Sponsor: Director of Clinical Services

Manager Responsible: Director of Clinical Services

Author(s): Courtney Yates: Acting Director of Clinical Services

Last Review: 30 April 2024

Next Review: 30 April 2026