

Position Description – Executive Manager Quality, Risk and Improvement

Position	Executive Manager Quality, Risk and Improvement
Classification	HS9 or equivalent, depending on qualifications, experience and most applicable enterprise agreement.
Award	<i>Health and Allied Services, Managers and Administrative Workers (Victorian Public Sector) (Single Interest Employers) Enterprise Agreement 2021-2025</i> or most applicable enterprise agreement
Reports to	Chief Executive Officer
Direct reports	Quality and Risk Manager
Key relationships	Internal: Board of Directors, Chief Executive Officer, Executive team, all team members. External: Industrial and professional organisations and associations, Victorian Department of Health and Human Services, regional health services, education providers, independent consultants and suppliers.
Hours of Work	Full-time, 40 hours per week with ADO.

About Rural Northwest Health

Rural Northwest Health employs approx. 300 team members across the campuses of Warracknabeal, Beulah and Hopetoun. The organisation has 90 residential aged care (RAC) beds, including 15 in the award-winning memory support unit as well as 16 acute beds. All three campuses have a broad range of community health services keeping our community well at home. The population of the communities served by Rural Northwest Health is roughly 5000 people within the Yarriambiack shire.

Rural Northwest Health is focused on caring and supporting people to be healthy and living a full life. Our organisation is committed to delivering our strategic goals for 2020 - 2025:

- Our care – we will focus on safety, quality and accessibility in delivering healthcare across our community.
- Our team – we will focus on our culture, skilling our team and ensure we have effective and fit for purpose systems to make RNH an impactful and progressive organisation.
- Our partnerships – we will focus on collaboration both within and beyond the healthcare sector to meaningfully engage with our communities.

Rural Northwest Health works in partnership with regional and subregional service providers to support community members to access high quality and safe care as close to home as possible.

OUR VISION

Strong, healthy, vibrant rural communities.

OUR MISSION

To promote wellness, enhance health, and support healthy ageing.

WHAT DEFINES US



We are committed to excellence



We listen and collaborate



We are caring and connected



We are friendly and enjoy our work



We are lifelong learners

Position summary

The Executive Manager Quality, Risk and Improvement is a key executive management role and will work with the CEO, Executive team and Board to lead the delivery of comprehensive quality assurance, risk and improvement systems that foster and develop an organisational culture in which quality, risk management and avoidable harm minimisation becomes an integral part of core business. This role is responsible for providing exceptional innovative leadership across all Rural Northwest Health (RNH) campuses and maximising capacity to deliver high quality and safe services.

The Executive Manager Quality, Risk and Improvement is responsible for supporting systems and processes to maintain compliance with various accreditation standards, to sustain organisational readiness for the achievement of accreditation(s) and ensure reporting systems across the organisation are in place. The role is responsible for the development, monitoring and evaluation of RNH Quality Framework.

This position is also central in supporting and maintaining consumer engagement at key levels of RNH and is the designated Complaints Manager for the organisation.

Key responsibilities

- Support a culture that enables employees to understand, contribute and comply with quality, risk and consumer safety guidelines to meet relevant accreditation standards and legislative obligations.
- Ongoing review and implementation of RNH Risk Management Framework including the RNH risk register.
- Leadership of RNH Consumer Experience and Engagement function
- Prepare and provide reports to Board, Executive, Managers and relevant Committees on incidents, risk and consumer experience.
- Oversee reporting functions ensuring compliance with RNH obligations.
- Develop, explore and implement business opportunities related to RNH's strategic direction and operational plans and opportunities to reduce costs while seeking efficiencies that improve performance and quality.
- Build and maintain positive trusting relationships with internal and external stakeholders to ensure engagement in, and where possible foster a co-design partnership approach.
- Ensure that the affairs of RNH, its patients, clients and staff remain strictly confidential and are not divulged to any third party except where required for clinical reasons or by law. Such confidentiality shall extend to the commercial and financial interests and activities.
- Undertake workforce planning within the Quality and Risk directorate and analysis to ensure staff levels and skills are sufficient to maintain agreed organisational service delivery standards.
- Proactively monitor and develop systems to ensure team members are empowered and supported to effectively, economically and safely use resources.

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- Manage service budgets to ensure efficient use of Rural Northwest Health resources.
- Oversee the knowledge depository (Prompt), and review and update of policies and procedures to ensure best practice within the organisation's operational plans.
- Provide reports to governing bodies as required to ensure accreditation and compliance, in consultation with the Chief Executive Officer.
- Participate in the Executive Leadership on-call roster.
- Other duties and projects as assigned commensurate of skills and abilities.

Key position accountabilities

Leadership, Communication and Stewardship

- Ensure compliance with all legislative requirements associated with the role of Executive Manager Quality Risk and Improvement.
- Display contemporary leadership awareness to support, and develop staff and teams that fosters and adapts to the RNH values that contribute to a highly skilled workforce and positive workplace culture underpinned by best practice and RNH policy and procedures.
- Oversee accreditation status and compliance with all standards including, but not limited to the national safety and Quality Health standards, Aged Care standards and Food Protection standards.
- Model, promote and adhere to Rural Northwest Health policies and procedures, including Victorian Public Sector Commissions Employee Code of Conduct.
- Promote an inclusive culture that enables team members to perform at their best and contribute to the success of Rural Northwest Health as a leading health provider.
- Ensure all communication within the organisation is transparent and fosters open and respectful dialogue that enables stakeholders the opportunity to contribute, be heard and receive feedback.
- Lead and/or contribute to relevant committees.
- Maintain work practices within framework established by legislation, national and state policy.
- Oversee the incident management system and ensure the appropriate reviews are conducted in a timely manner
- Ensure RNH staff are well trained in the appropriate use of incident reporting across all levels within the organisation
- Contribute to the positive organisation culture by modelling the RNH values and leading by example.

Quality, safety and risk management

- Contribute meaningfully to workplace safety, reduction of workplace injuries and emergency management activities.
- Lead the development and oversee the implementation of continuous quality improvement activities across the organisation
- Ensure team members, clients, residents and visitors are safe and accurately report any incidents, hazards and near misses in a timely and professional manner.

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- Respond, relay and demonstrate information regarding emergency codes and support team members to respond appropriately to codes in the event of fire or other emergency.
- Cares for others by speaking in a courteous and respectful manner at all times.

Personal and professional development

- Maintains practice within frameworks established by legislation, national and state policy.
- Keeps up-to-date with mandatory education requirements for the role.
- Discusses with manager about abilities and capabilities needed for role.
- Recognises areas of strength and areas for development.
- Takes part in personal development plans with manager and/or team leader.
- Shares knowledge willingly.

Information management

- Oversee the organisational knowledge systems and ensure RNH develops, reviews and adheres to RNH policies and procedures in a consistent and professional manner in line with best practice.
- Communicates accurate and relevant information to appropriate people and in line with the organisational policy.
- Can access, send and receive emails, locate key policies, protocols and resources via the intranet.
- Complies with legislative requirements related to documentation and information pertaining to consumers, team members and the operations for all Rural Northwest facilities.
- Utilise information technology as appropriate in the performance of the role.

Key selection criteria

Essential

1. Extensive quality, risk and/or improvement management experience at a senior health and/or aged care management level.
2. Demonstrated systems thinking and innovative problem solving.
3. Contemporary quality and risk management knowledge.
4. Proven capabilities with improvement methodologies.
5. Demonstrated high level analytics skills and ability to associate different information to find salient ideas while validating data.
6. Extensive contemporary people leader experience with a focus of positive culture and skills development.
7. High level respectful and collaborative communication skills as well as proven strengths in negotiations, influencing others, report writing, and networking.
8. Capacity to work with a diverse array of stakeholders including those with varying abilities.
9. Proven ability to teach, coach, mentor and support employees to questions, challenge and innovate.

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Desirable

1. Current AHPRA Registration as a Registered Nurse or Allied health professional.
 2. Post graduate qualification in a related field.
 3. Experience reporting to Boards and their sub-committees.
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Certificates, licenses and registrations

- Current satisfactory employee police check, dated within 12 months of commencement date.
 - Current employee working with Children's check.
 - Current Victorian driver's licence.
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Other requirements

The role must provide current evidence of immunisation history and/or serology results.

Employee declaration

I declare that I understand the position description and the requirements of this position. I declare that I have the capabilities to fulfil the key responsibility areas of this position.

I understand that the information provided in this document is a general outline and does not encompass all aspects of the position.

Employee signature _____

Employee name (please print) _____ Date ____/____/____