

Position Description – Quality Risk and Improvement Manager

Position	Quality, Risk and Improvement Manager
Classification	Commensurate with qualifications and experience
Award	Nurses and Midwives (Victorian Public Sector) (Single Interest Employers) Enterprise Agreement 2020-2024
Reports to	Executive Manager Quality, Risk and Improvement
Direct reports	Risk & Compliance Coordinator Quality Officer
Key relationships	Executive Team, Risk and Compliance Coordinator, Clinical Educator, Infection Prevention and Control Clinical Nurse Consultant, Nurse Unit Managers, Team Leaders, all Clinical staff, Director Medical Services, Residents/Clients and Families, Grampians Local Health Service Network Quality Teams and Visiting Medical Officers
Hours of Work	As per individual contract

About Rural Northwest Health:

Rural Northwest Health (RNH) employs approximately 300 staff across the campuses of Warracknabeal, Beulah and Hopetoun.

We are focused on caring and supporting people to be healthy and living a full life. Our organisation is committed to ensuring that all consumers experience care that is consistently individual, safe, connected and effective every day.

Our four pillars of delivering Great Care are:

- **Individual Care** - Genuine listening to, understanding of, and respect for consumers, their carers and staff
- **Safe Care** - Provision of care in the safest manner for consumers and staff
- **Connected Care** - Co-ordination of teams and communication so everyone is on the same page
- **Effective Care** - Care that improves quality of health and quality of life

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

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Every single staff member at RNH including clinical, management, support, leaders or volunteers, either directly or indirectly contributes to the provision of a **Great Care** experience with our consumers every day. The Quality Manager is a pivotal role in ensuring that RNH delivers individual, safe, connected and effective care.

Position summary:

Rural Northwest Health is searching for a results driven and experienced clinician with an Acute and or Aged Care Quality and Safety experience. It's a mandatory requirement that you are registered with the Australian Health Practitioners Regulation Agency. The position involves overseeing the

- continuous improvement plan
- incident investigations,
- risk management
- legislative compliance
- policies and procedures
- compliance with healthcare standards and regulations and
- Consumer feedback.

The position works closely and reports to the Executive Manager, Quality, Risk and Improvement and it is pivotal to the delivery of individual, safe, connected and effective care.

Key responsibilities:

1. Incident management

- Promote a culture of learning and improvement, and timely feedback from clinical incidents reviews and clinical incident data. This includes identifying training needs and facilitating training in relation to all aspects of incident management.
- Monitor, escalate, and facilitate timely clinical incident reviews using evidence-based approaches
- Incentivise staff to report any incidents that occur and create a system which enables a feedback loop to staff and visibility of actions taken in response to incident reviews.
- Create systems that facilitate provision of timely, accurate, meaningful and reproducible trended incident reports/ data or any other incident data requests.
- In collaboration with the Exec Manager for Quality, lead RNH's response to any serious harm to clients including coordination of the triage huddle and notification process to relevant professional organisations, identification and formal appointment of a Review Panel and facilitate the Review Panel meetings and all associated documentation.
- Where a **Complaint** includes Clinical Care delivery gaps, coordinate with the Exec Manager for Quality on an appropriate course of action.

2. Quality Improvement - Create a coordinated Quality Improvement system, which facilitates

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shared learning reliant on evidence-based improvement methodologies, and driven by reliable data and great patient outcomes.

3. **Clinical audits** - Coordinate, monitor and lead the development of the Quality Audit Schedule, and lead continuous progress reporting. Facilitate the development and implementation of improvement/action plans arising from audit results.
4. **Reporting** - In collaboration with the Exec Manager, Quality, Risk and Improvement, prepare and provide timely and accurate and consistent reports as required including to external agencies and internally to the Board and Board sub-committees as required.
5. **Accreditation** - In collaboration with the Executive Manager for Quality, Risk and Improvement, facilitate gap analysis, action plans and coordinate the organization's overall plan to meet various accreditation requirements including, NSQHS, Aged Care, Community Care and NDIS Standards.
6. **Quality Plan/Framework** - Contribute to the ongoing development and implementation of the Great Care Framework and any other key Quality Directorate improvement plans and initiatives.
7. **Risk Management** - Working in collaboration with the Risk and Compliance Coordinator, ensure that RNH Risk identification, assessment and management systems become highly developed to a mature level. This includes the following:
 - Create systems that enable all RNH staff to learn how to identify and describe risk, assess, escalate and the ability to initiate risk control measures and treatment plans with appropriate leadership support.
 - Maintain and update risk management policies, procedures, ensuring that there is a simple but clear process from identification to management of Corporate and Clinical risks.
 - Maintain and continuously update RNH Risk Register, ensuring timely reviews of each risk with the appropriate subject matter experts and the appropriate Executive.
 - Facilitate Risk Management education sessions, raise awareness of the importance of early identification and treatment of Corporate and Clinical Risks with all staff.
 - Provide progress reports to key Committees including the Board, on the status of all Risks and any concerns with current risk treatment and control strategies, offering potential solutions where applicable.
8. **Legal compliance** – Working in collaboration with the Risk Coordinator, ensure that RNH is compliant with all legislative changes. This includes ensuring that relevant policies, procedures and Framework documents are updated in response to any legislative changes.
9. **Relationship building** - In collaboration with the Executive Manager for Quality, Risk and Improvement, maintain proactive professional relationships with key stakeholders and external organisations including Safer Care Victoria, Accreditation Agencies, Victorian Managed Insurance Authority and the Department of Health

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Key position accountabilities: (General for all positions)

Leadership and Governance:

- Plan, develop, deliver and evaluate health promoting systems practice through the Rural Northwest Health Integrated Health Promotion plan, identified needs and evidence-based research.
- To actively initiate and facilitate the development of strong and effective collaboration and partnership with organisations and community members to empower health promoting communities.
- Deliver strategic and targeted health promotion activities across the RNH campuses.
- Ensure compliance with all legislative requirements associated with the role
- Model, promote and adhere to Rural Northwest Health policies and procedures
- 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 dialogue that enables all stakeholders the opportunity to contribute, be heard and receive feedback.
- Lead and/or contribute to relevant committees.
- Enable others to take on leadership responsibilities and builds leadership capabilities across the organisation.

Quality, Health and Safety:

- Ensure relevant organisational policies and procedures are developed, maintained and implemented.
- Works consistently in line with policies, practice standards and work plans.
- Maintains quality of own work.
- Asks for help and guidance when tasks are outside experience and competence.
- Supports others to achieve team goals.
- Makes changes in own work practice and offers suggestions to improve services and care.
- Understands and acts according to role to achieve the Aged Care Standards &/or National Standards as appropriate.
- Acts in a way that maintains physical and psychological health and safety for self and others.
- Adheres to safe work practices relevant to the role.
- Promptly reports issues that might put self or others at risk, incidents & near misses and responds appropriately to risks and reports from others appropriate to role.
- Is kind to self and others.
- Contributes to a positive team environment by speaking in a courteous and respectful manner at all times.
- Knows what to do in an emergency relevant to role.

Personal and professional development:

- Keeps up to date with mandatory education requirements for the role.
- Maintains practice within framework established by legislation, national and state policy.

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- Recognises areas of strength and areas for development.
- Participate in essential or mandatory training annually.
- Shares knowledge willingly.

Information management:

- Communicates accurate and relevant information to appropriate people and in line with the organisational policy.
- Is able to access, send and receive email and locate key policies, procedures and resources via the intranet.
- Uses social media responsibly and respectfully at all times.
- Complies with legislative requirements related to documentation and information pertaining to consumers, team members and the operations for all Rural Northwest Health facilities.
- Utilise information technology as appropriate in the performance of the role.

Key selection criteria:

- Nursing or Allied Health qualifications or related health discipline.
- Demonstrated experience, high-level working knowledge and understanding of the importance of establishing and maintaining quality and safety systems, and how these support accreditation readiness, improvement-focused incident management systems, organisational risk management systems.
- Ability to approach and complete priority work in a thorough and comprehensive manner, using current evidence and a collaborative approach with key stakeholders while managing competing priorities.
- Demonstrated ability to effectively maintain Quality data systems while ensuring that such systems are supporting reliable internal and external system monitoring and reporting requirements.
- A highly developed ability to negotiate with people at all levels both internal and external in an empathetic and assertive manner.
- Demonstrated experience in successfully leading change in a complex healthcare environment.
- Demonstrated ability to write high level documents with minimum support and to effectively communicate verbally and in written form at all levels with no difficulties.

Advantageous / Highly desirable

- A relevant post graduate qualification or working towards.
- Recent experience or participation in a Quality and Safety educational/professional education with a recognized Quality and Safety organisations.

Other requirements:

Must provide current evidence of immunisation history and/or serology results, current police check (within 12 months), current working with children check, current flu vaccination evidence, and NDIS worker screening check.



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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** _____ / _____ / _____