



## **POSITION DESCRIPTION**

<b>POSITION TITLE:</b>	Quality & Risk Coordinator
<b>DIVISION/DEPARTMENT:</b>	Clinical Services
<b>CLASSIFICATION:</b>	Administrative Worker Grade 3 (HS3)
<b>INDUSTRIAL AGREEMENT:</b>	Victorian Public Health Sector (Health and Allied Services, Managers & Administrative Officers) Enterprise Agreement 2016 2020
<b>REPORTS TO:</b>	Operational Director - Performance Improvement
<b>PRE-REQUISITES:</b>	Bachelor qualification relevant to public health or health related discipline (allied health professional or nursing); Current Police Check; Current Victorian Working with Children's Check; Qualification in Project Management.

### **KEY SELECTION CRITERIA:**

- Demonstrated experience and/or qualification in project management;
- Demonstrated ability to show initiative and work with minimal supervision;
- Demonstrated commitment to work in a team environment;
- Demonstrated knowledge of Healthcare systems and programs, quality standards and funding models;
- Demonstrated proficiency in the use of information management systems and programs;
- Demonstrated ability to manage projects including achieving required timelines; data collection and analysis; accountability against key performance measures; and reporting;
- Demonstrated ability to lead, implement and manage change.

### **OUR PURPOSE:**

The purpose of Benalla Health is to facilitate a healthy and resilient community through the provision of integrated, lifelong healthcare services.

### **OUR VALUES:**

Compassion, Empathy, Accountability, Respect and Excellence.

### **POSITION SUMMARY:**

The role of the Quality & Risk Coordinator is to be responsible for developing, managing, implementing and/or maintaining quality projects and initiatives as directed, through effective leadership and time management.

Responsibilities include but are not limited to quality projects or initiatives in such as: incident management; quality activity data base; clinical governance activities; and, guiding document management.

The Quality & Risk Coordinator will contribute to organisational clinical governance including ensuring project recommendations and actions comply with relevant legislation, quality and safety standards, industrial agreements and organisational guiding statements and documents.

The Quality & Risk Coordinator will also demonstrate appropriate expertise and leadership by both role modelling and mentoring the attributes, behaviours, knowledge and skills reflective of best clinical practice and demonstration of organisational values.

The Quality & Risk Coordinator will liaise with, and support the Operational Director - Performance Improvement, to achieve the organisational goals related to targeted projects as outlined within the Benalla Health Strategic, Clinical Services and Operational Plans.

### **SPECIFIC DUTIES:**

#### **Improving Health outcomes for our community**

- Meets practice and competency standards relevant to role;
- Practises in accordance with the relevant discipline's code of ethics;
- Contribute to achieving clinical outcomes and service delivery through outcomes of projects and/ or the performance, as required, of general clinical or corporate duties within scope of practice;
- Liaise with and support internal and external providers as relevant to services provided;
- Assist with identification, implementation and/or coordination of quality improvement initiatives related to quality projects;
- Ensures project outcomes/recommendations comply with relevant legislation, industrial agreements and quality and safety standards;
- Has clear understanding of clinical and/or corporate systems related to projects;
- Meets annual service targets relevant to quality projects.

#### **Promoting and supporting wellness in ageing**

- Promotes and actively participates in divisional and organisational communication strategies including attendance of regular staff, consumer and service rounding, the facilitation of regular tea, meetings and participation in staff and consumer forums;
- Integrates consumer feedback into quality projects;
- Supports a cultures that supports open disclosure and transparency;
- Supports a culture of service that promotes inclusion, person centred care and self-determination;
- Supports a culture of safety, evidence based practice and professional practice advancement;
- Contributes to service planning and evaluation;
- Demonstrates personal commitment to a culture of hardwiring excellence by role modelling behaviours and ensuring service compliance with agreed code of conduct and workplace tactics that reflect and support organisational values.

#### **Delivering high quality healthcare that is efficient, safe and sustainable**

- Project activities are designed to achieve budget and advocates for models of care or service that continually improves service access, service integration and service responsiveness in a fiscally and environmentally sustainable manner;
- Develops and/or contributes to business case to achieve project goals and improve outcomes of care and/or practice;

- Complies with monthly accountability reports and meeting requirements;
- Develops, maintains and monitors project specific risks as recorded on the organisational risk register;
- Assists with maintenance and reporting of risk register;
- Develops and monitors project plan to support the achievement of organisational priorities;
- Assists with application of incident management framework including incident reporting;
- Escalates concerns and/or issues in a timely manner in accordance with organisational policies and procedures;
- Utilises supplies and resources in a sustainable and efficient manner in accordance with organisational procurement policies and procedures.

### **Developing and supporting an engaged and highly capable workforce**

- Aligns behaviours to the values of Benalla Health;
- Contributes to a team culture that is inclusive and respectful of difference;
- Participates in recruitment and retention strategies as requested;
- Complies with mandatory and required training and completion of annual staff appraisal;
- Complies with Benalla Health rostering rules;
- Ensures scope of practice is reflective of appropriate credentialing, practice is supported by current evidence and relevant guiding documents.

### **Encouraging, enabling and building on innovations in healthcare systems and practice.**

- Attends and participates in and/or leads (as required) Benalla Health committees relevant to quality projects;
- Develops and maintains partnerships to support and build service capacity;
- Contributes to the development, review and update of guiding documents;
- Assists with administration of document management system;
- Implements and manages change and innovation and ensures any change in practice is evidence based and evaluated;
- Monitors and analyses service data and reports service delivery and outcomes;
- Leads and/or participates in projects to review and/or advance service delivery;
- Supports organisational, departmental and/or commonwealth audit schedule and quality reporting requirements as relevant to role;
- Networks within and beyond the organisation;
- Monitors trends in service outcomes and improvements benchmarked against outcomes achieved by other equitable services;
- As appropriate, participates in and/or facilities research relevant to advancing the scope of practice and service provision;
- Actively manages gaps and /or opportunities for growth in service provision;
- Develops funding and program submissions in collaboration with Operational Director Performance Improvement.

### **SAFETY MANAGEMENT SYSTEMS**

In accordance with the current Victorian OH&S legislation and infection control standards, each employee has the responsibility to take reasonable care of their own health and safety by:

- Adhering to Benalla Health's OH&S policies and procedures;
- Reporting hazards and injuries;
- Participate in OH&S consultation and OHS training;
- Cooperate with managers and supervisors to ensure that OH&S responsibilities are met by all;
- Not wilfully interfere with or misuse anything provided in the interest of health and safety or wilfully put anyone at risk;
- Each Employee is responsible for ensuring that they are fit to perform their duties without risk to the safety, health and well-being of themselves and others within the workplace. This

responsibility includes compliance with reasonable measures put in place by the Employer and any related occupational health and safety requirements.

Each employee has the responsibility to minimise exposure to incidents of infection/cross infection of residents, staff, visitors and the general public.

Please refer to Benalla Health's Occupational Health & Safety Responsibilities Guideline

### **QUALITY & RISK**

Benalla Health is accredited by an independent Accreditation Agency. All staff are required to actively participate in quality improvement activities.

### **POLICY & PROCEDURES**

It is every employee's responsibility to access and have knowledge of relevant policies and procedures that relate to their employment. All organisational-wide policies and procedures can be accessed on the BH Intranet site.

### **CONFIDENTIALITY**

Any information obtained in the course of employment is confidential and should not be used for any purpose other than in the performance of duties for which the person is employed. The employee is bound by the Information Privacy Act 2000, Aged Care Act 1997 and the Health Records Act 2001.

### **MANDATORY ORGANISATIONAL COMPETENCIES**

In accordance with current legislative requirements, all employees have a responsibility to ensure they successfully complete the following competencies as prescribed (on commencement, annually, every two years or as otherwise stated):

- Attend orientation on commencement;
- Emergency Response and Fire Extinguisher Training (both theory and practical sessions);
- Manual Handling;
- Human Rights, Equal Opportunity Prevention of Workplace Bullying and Managing Diversity in-service;
- Hand Hygiene Training;
- Reporting Elder Abuse;
- Person & Family Centred Care.

Refer to the organisations mandatory training policy for full details.

### **CONSUMER ENGAGEMENT**

Benalla Health employees are responsible for meaningful consumer participation so that consumers, carers and community members are active participants in the planning, improvement and evaluation of health services.

This will be demonstrated by:

- New staff attending staff induction forum where the value of partnering with consumers/carers and community members is discussed;
- Evidence that consumers and their significant others are involved in the development of their own care plans; and
- Completion of annual competencies that includes the importance of partnering with consumers/carers and community members.

## PREVENTION AND RESPONSE TO FAMILY VIOLENCE

It is a basic human right to be respected as an individual. Benalla Health supports this fundamental right through advocacy for the prevention and awareness raising of family violence. Benalla Health is committed to the elimination of Violence.

Each employee at BH will be expected to demonstrate their commitment by:

- Gaining knowledge and the ability to implement a brief intervention to identify and respond to family violence, underpinned by principles of sensitive practice;
- Actively participate in education and events supporting 'the prevention and response to family violence in our organisation and the community';
- Positively contribute to workplace safety and moral;
- Be able to confidently address issues that arise regarding Family Violence for clients and colleagues.

## PERFORMANCE REVIEW & DEVELOPMENT

A performance review & development plan will be carried out three months post appointment and thereafter at least once a year. The position description will form the basis for the review. If performance does not meet expectations or additional staff development/guidance is required, performance reviews will be carried out more frequently. The employee can request additional performance reviews at any time in writing.

*This document provides a summary of the role and duties of the position and forms the basis for periodic review of departmental and individual performance.*

*As an occupant of this position, I have noted this statement of duties and agree to perform the duties indicated and observe all requirements of the organisation's Policies and Procedures.*

**EMPLOYEE'S NAME:** \_\_\_\_\_

**EMPLOYEE'S SIGNATURE:** \_\_\_\_\_

**DATE:** ...../...../.....

**MANAGER'S NAME:** \_\_\_\_\_

**MANAGER'S SIGNATURE:** \_\_\_\_\_

**DATE:** ...../...../.....

**CREATED:** January 2013

**REVISED:** October 2020

# Benalla Health

## Aligning behaviours to our Values and Code of Conduct

Compassion      Empathy      Accountability      Respect      Excellence

### *In our team we ...*

<p>are kind to each other</p> <p>are forgiving</p> <p>respect personal space</p> <p>seek clarity where there is uncertainty</p> <p>maintain confidentiality for those in our care and those we work with</p> <p>encourage and support each other to discuss issues</p> <p>ensure open consultation and two-way communication</p> <p>use eye contact and our tone of voice to demonstrate we are actively listening to the others perspectives</p> <p>we see the person as being separate from any unacceptable behaviour</p>	<p>ask others 'how can we help'</p> <p>act to include each other</p> <p>seek to understand the facts</p> <p>will support those who admit errors</p> <p>pull together especially in tough times</p> <p>have patience for those who are learning</p> <p>are safe to question and be inquisitive</p> <p>report incidents and mistakes recognising we work in a 'just' culture</p> <p>promote a culture of continuous improvement</p> <p>summarise what we have heard to demonstrate our understanding</p> <p>have fun</p>	<p>are honest and reliable</p> <p>do what we say we will do</p> <p>are honest with each other</p> <p>call below the line behaviour</p> <p>reflect on our own behaviour</p> <p>acknowledge problems and seek and/or offer a solution</p> <p>have the courage to speak up and use our voice</p> <p>will comply with reasonable directives</p> <p>follow policies and procedures including rostering rules</p>	<p>acknowledge the views, opinions, beliefs and ideas of others</p> <p>say thank you</p> <p>manage each other up</p> <p>encourage robust discussion</p> <p>smile and greet each other</p> <p>acknowledge people from culturally diverse backgrounds</p> <p>turn up on time</p> <p>apologise when we have hurt others and/or have been below the line in our behaviour</p> <p>model and demonstrate polite behaviour</p> <p>use AIDET when we communicate</p> <p>follow our organisation's dress code and dress appropriately</p>	<p>have a 'can do' attitude</p> <p>work hard</p> <p>choose our attitude</p> <p>encourage innovation</p> <p>lead by positive example</p> <p>work as a team</p> <p>acknowledge when we are wrong</p> <p>encourage each other to be the best we can be and celebrate each other's achievements</p>
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### *In our team we do not ...*

<p>accept negative comments about others efforts</p> <p>withhold or deliberately make information inaccessible</p> <p>use or threaten to use violence - even in jest</p>	<p>say this is the way we have always done it</p> <p>judge a book by its cover</p> <p>tolerate angry, aggressive behaviour</p> <p>negatively criticise and judge another's performance</p> <p>actively avoid the reporting of events, incidents or issues</p> <p>actively or passively resist change</p> <p>misrepresent or selectively interpret facts</p>	<p>waste time</p> <p>turn a blind eye to poor practice</p> <p>expect other people to clean up our mess</p> <p>openly complain to everyone else except the most appropriate person who could fix the problem or issue</p>	<p>participate in, contribute to or encourage the rumour mill and gossip</p> <p>dismiss other people's opinions and contributions or put down their ideas</p> <p>manage each other down</p> <p>tolerate sexist behaviour or language</p> <p>use unprofessional or inflammatory language such as swearing</p> <p>raise our voices in patient care areas</p> <p>see ourselves as being more important than someone else</p> <p>respond with negative body language such as rolling eyes, huffing/puffing, negative tone of voice, crossing arms or shrugging shoulders</p> <p>talk down and be condescending to others</p>	<p>watch the clock</p> <p>ignore call bells or ringing phones regardless of who is allocated what duties</p> <p>blame others for our actions</p> <p>put our personal likes or dislikes above the needs of the team and our professional responsibility</p>
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*Our standard is what we choose to walk past ...*