



POSITION DESCRIPTION

Quality Manager

This position description describes the scope and skills required of the Quality Manager at Link Health and Community (Link HC). The position description may be subject to periodical reviews.

POSITION: Quality Manager 1 FTE (Consideration would be given to negotiate 4 days a week position.)

REPORTS TO: Director, Workforce Wellbeing

LOCATION: Based at Link Health and Community site:
Mulgrave
There will be a requirement to work at various sites from time to time

ORGANISATIONAL CONTEXT:

Link Health and Community is a multi-sited community health service, providing a comprehensive range of health and community services primarily to residents of the City of Monash and surrounding communities.

The Link HC Vision is: Healthier people participating in their communities

Underpinning principles in achieving this vision are that Link HC:

Recognises that the health of individuals and the community is influenced by social and environmental factors as well as individual's access to health services and plans and delivers our services accordingly

Recognises that client, community and staff engagement in all aspects of our activities is essential for effective governance

Strives to provide quality services, in a professional, timely manner, to clients from culturally and linguistically diverse backgrounds and to clients who are hearing impaired who use sign language as their primary mode of communication.

Link HC is committed to partnering with other organisations to offer integrated health and well-being services that are consistent with state-wide health needs and social priorities.

Link HC actively places the individual at the centre of their care, so they can take part in their community. This is done by providing information and skills to help consumers make their own decisions and formulate their own goals; helping them to stay motivated, foster independence, health and wellbeing.

The Link HC Guiding Values are:

We **care** for our community and for the people who use our services

We **listen** to people who need our services and we advocate for our community

We provide **accessible**, innovative, and high quality services and programs

We **partner** with other organisations to ensure the development and delivery of better services

POSITION OBJECTIVE

The principal objective of this position is to guide and support the Board, executive and staff to create a consistently high quality and safe experience of care for people who use our services.

DUTIES AND RESPONSIBILITIES

The position holder will provide quality services in line with the program aims, funding guidelines and the vision and values of Link HC. The services provided include, but are not limited to:

1.0 Service Delivery

The position holder will support the provision of quality, accreditation, risk and compliance management systems, develop and manage operational policies and procedures and work with internal and external stakeholders to enable client engagement and participation. These functions and activities will be in line with program aims, funding guidelines, service agreements, and the vision and values of Link HC.

Primary services provided include but will not be limited to: -

1.1 Quality Management

- Develop the Quality Plan including Key Performance Indicators (KPI's) that are in line with our Values and Strategic Plan and current accreditation cycles and Standards.
- Ensure successful operation of continuous improvement, client feedback and incident management systems, tools, processes and reports.
- Support the Chair of the Quality and Clinical Safety Committee (the Committee) to develop and review the Charter, Agendas and documentation requirements for the Committee.
- Convene the Committee according to Agenda and compile documentation.
- Convene working groups of the Committee in response to specific clinical risk issues and areas of high clinical risk.
- Develop and maintain clinical audit schedule. Undertake clinical audits according to schedules, in collaboration with clinical and operational staff members.
- Undertake in depth case reviews and root cause analyses of incidents with clinical managers.

1.2 Accreditation

- Maintain accreditation against the range of current and future Standards required for currently funded programs. These include:
 - A set of quality standards (QIC until end 2018)
 - Child Safe Standards
 - Human Services Standards
 - National Safety and Quality Standards 1-6
 - Home Care Standards
 - Diagnostic imaging Accreditation Scheme (DIAS)
 - Victoria Early Years & Development Framework
 - National Standards for Disability Services
 - ECEI Standards
- Manage relationship with accreditation provider
- Translate accreditation provider requirements for internal stakeholders
- Develop and maintain accreditation schedule
- Coordinate accreditation cycles internally
- Assist departments to undertake internal gap analyses against mandated Standards according to accreditation schedule.

1.3 Risk, Incidents and Compliance Management

- Develop and maintain risk and compliance profiles of the organisation, encompassing identification, analysis and instigation of controls for all risks and legislative requirements
- Provide reports to Executive
- Develop risk and compliance audit schedules with the Executive and assist in assigning responsibilities
- Liaise with risk and compliance profile compliance providers, Riskman.net, Wyndarra Solutions and Health Legal.
- Assist with implementation of Riskman Incident management module and associated system changes and training

1.5 Policy and Procedure Management

- Develop operational policies and procedures to support business and clinical operations across all departments and ensure legislative compliance.
- Develop policy and procedure review schedule and maintain Register.
- Maintain Executive review cycles in collaboration with Executive Assistant.

1.6 Capacity Building

- Build organisational capacity to improve clinical governance mechanisms and shared accountability for the delivery of safe, high quality care.
- Provide support and training to clinical and management staff to mitigate clinical risk.
- Provide training and support to Executive as required.
- Provide training to employees regarding quality management and use of continuous improvement systems, tools and processes.

1.7 Client Engagement and Participation

- Undertake yearly client experience surveys and internal staff surveys
- Develop and table reports on client experience and feedback for relevant Committees.
- Develop client engagement and participation mechanisms in consultation with the Community Engagement Team.
- Develop the annual Quality Account in consultation with the Marketing Team

2.0 Administration

- 2.1 Ensure up to date records according to quality standards and contribute to ensuring safe custody and confidentiality of all records whether in hard copy or electronic format.
- 2.2 Prepare and maintain appropriate statistical data, reports and analysis activities as required
- 2.3 Supervise students and volunteers as required, or as appropriate
- 2.4 Communicate with Director, Workforce Wellbeing. in respect to role responsibilities and professional expertise in order to assist with program development
- 2.5 Work collaboratively with service providers in Link HC teams and in the broader service system to ensure that Link HC provides integrated services
- 2.6 Participate in identifying professional development and training needs and attend professional development activities as required

3.0 Health Promotion

- 3.1 Contribute to Link Health and Community health promotion activities and participate if required in developing relevant programs and projects in line with Link HC's Health Promotion Plan.
- 3.2 Work collaboratively with other disciplines in developing a comprehensive multi-disciplinary health promotion approach to the local community as required.

4.0 Quality Improvement and Professional Development

- 4.1 Support the organisational culture, which promotes continuous service improvement and innovation.
- 4.2 Contribute to the accreditation process, including identifying, developing, implementing and evaluating quality improvement activities.
- 4.3 Participate in identifying professional development and training needs and attend professional development activities as required.
- 4.4 Assist the Workforce Wellbeing Manager in developing policies and procedures for Link HC human resources practice as appropriate.

5.0 Occupational Health & Safety (OHS)

- 5.1 Actively support a range of activities in accordance with Occupational Health & Safety legislation obligations and in line with the Link HC Risk Management Program.
- 5.2 Support and participate in the Link HC OH&S Risk Management Plan and implement the plan (where appropriate) at discipline/organisation level.

- 5.3 Assist in maintaining a safe work environment by reporting incidents of unsafe work practices, sites/areas or equipment.
- 5.4 Report injuries in the Site Register.
- 5.5 In the event of a workplace injury occurring, cooperate fully with the nominated Return to Work Coordinator, treating medical practitioners and health professionals to facilitate an early return to work and access to an appropriate rehabilitation program.

6.0 Equal Employment Opportunity.

- 6.1 The position holder is required to observe and practice the principles and obligations of Equal Employment Opportunity, which include:
 - A workplace which is free from harassment;
 - Ensuring that activities and practices prevent and eliminate unlawful discrimination
 - Promote merit and equity in the workplace.
- 6.2 will contribute to the successful management of diversity in the workplace.
- 6.3 will, if and when required, co-operate with any relevant enquiry into complaints and attend supervision and performance management meetings.

7.0 Community Engagement and Consumer Participation

Link HC values collaboration with consumers and community members to improve the way our services are developed, planned and delivered. We are committed to community engagement and consumer participation and as such support ways in which the community's health can be optimized and its strengths are recognized and built upon by encouraging all staff to:

- Support and contribute to the goals and objectives of the Community Engagement and Consumer Participation Policy.
- Actively participate in recruiting consumers, carers, and the community to participate in all aspects of the organization.
- Promote awareness that Link HC encourages consumer, carer, and community participation at all levels of the organisation.

Work collaboratively with other staff, the community and consumers to plan, implement and evaluate services, projects and programs

8.0 Organisation Policies & Procedures

- 8.1 Maintain currency of knowledge and practice with Link HC specific Regulations, Policies and Procedures as applicable to the position and as amended from time to time.

9.0 Code of Conduct

- 9.1 The Link HC Code of Conduct provides a framework of expected behaviours with the view to ensuring that Link HC is a safe work environment with the expectation that all dealings are conducted with integrity and respect at all times. All employees are expected to understand and abide by the Code of Conduct.

REPORTING RELATIONSHIPS

This position is accountable to the Director, Workforce Wellbeing.
This position will supervise 2 Quality team Members

Performance Review:

Criteria:

Participation in regular performance appraisal based on a documented individual performance plan with stated performance indicators including output targets is expected. The performance plan and outputs will be negotiated in accordance with a regular cycle of review.

QUALIFICATIONS AND EXPERIENCE REQUIRED

Essential

- Tertiary Qualifications within a recognised human services or health discipline.
- A Post Graduate qualification in quality or similar.
- Minimum of 3-5 years' experience in quality management.
- Current Victorian drivers licence.
- In-depth knowledge of current suite of mandated Standards.
- Sound knowledge of continuous quality improvement principles.
- Demonstrated knowledge of working with accreditation, risk, compliance and incident management systems.
- Proven ability to consistently meet project deadlines, work with integrity and operate effectively within a team.
- Outstanding written skills with proven ability to write reports using clear, concise language.
- Excellent written and verbal communication skills, and interpersonal skills.
- Highly developed conceptual and analytical skills with demonstrated ability to exercise judgment, identify and resolve issues.
- Strong interpersonal skills with the ability to build and maintain productive working relationships with a range of internal and external stakeholders.

Desirable

- Past experience as an Assessor/Surveyor.
- Project management experience.

KEY RESULT AREAS

These will be set with you as part of your Performance Review within the first six months of your appointment to the position. The key performance indicators for the position are:

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| KRA 1 | Achieve and maintain accreditation against all required quality and compliance Standards |
| KRA 2 | Maintain and improve policy, risk and compliance structures and systems to enable Business Units to manage risk and function within legislative frameworks |
| KRA 3 | Track clinical audit schedules, results, and incident and client feedback data and provide reports to key internal committees |
| KRA 4 | Actively work with the Chair of Quality and Clinical Safety Committee to ensure a sound quality operating environment. |

KRA 5 Maintain a policy and procedure review system which ensures the organisation meets it quality and risk management obligations.

SERVICE VALUES

The values of Link HC will be demonstrated by:

Caring for our community and for the people who use our services

Listening to people who need our services and who we advocate for our community

Providing **accessible**, innovative, and high quality services and programs

Partnering with other organisations to ensure the development and delivery of better services.

Approved:

Pauline Grima
Director, Workforce Wellbeing.
Link Health and Community

I acknowledge and agree that the above position description is an accurate reflection of the role of the Quality Manager

Signed:
Employee

Name:

Date: