POSITION DESCRIPTION

Position Title	Quality Manager

Division	Executive	Unit	Quality
Campus	Leongatha		
Classification	HS4		
Award	Victorian Public Health Sector (Health Professionals, Health and Allied Services, Managers & Administrative Officers) Enterprise Agreement 2016 -2020		
Reports To	Chief Executive Officer		
Position Approved By	Chief Executive Officer		

Position Outline:

The position of Quality Manager works as part of the Executive Management Team and is responsible for the delivery of a range of quality improvement activities to ensure GSHS delivers "Excellence – every person, every time".

This pivotal role will make a significant contribution to the continued provision of excellent care, as well as assist in the development of programs and services that meet the strategic objectives of GSHS and the National Safety and Quality Framework for person centred care.

As the Quality Manager you will:

- Ensure that GSHS' Excellence – every person, every time, strategic initiative and associated quality improvement plan are complied with and implemented at GSHS.
- To provide oversight of the implementation and ongoing compliance with the Risk Management Framework as it relates to service delivery.
- Provide oversight of the legislative compliance and policy management systems at GSHS.
- Promote a culture that pursues best practice continuous quality improvement, complies with all statutory regulations and maintains excellent results in accreditation.
- Lead GSHS' Community and Consumer Engagement strategy.
- Act as a resource to the Executive Team in all matters quality.
- Represent the Health Service as an ambassador in all matters relating to quality.
- Work with our leadership team to identify and drive continuous improvement.
- Empower, motivate and develop employees understanding of GSHS safety and quality systems.
- Collect analyse and report on outcomes and recommendations of safety and quality data.
- Coordinate the management of incidents, feedback and risks through the Riskman incident reporting system.

Health Service Context:

GSHS is a major provider of healthcare in the South Gippsland Shire. GSHS offers a broad range of services that meet the needs of a diverse and sparsely populated area with many small rural communities. With two main acute facilities based at Leongatha and Korumburra and servicing a community health centre at Tarwin Lower, GSHS offers a broad range of specialist, general, acute, subacute, ambulatory, residential aged care and community services.

GSHS employs 240 EFT, with a total of 520 staff across all sections of the organisation. A significant capital development was completed in December 2013 with the $35M rebuild of the acute, subacute and primary health facilities at Leongatha.

Vision, Mission and Values:

Vision		Mission	
Excellence in Healthcare		*Building a Healthier Community Together*	

Gippsland Southern Health Service - Values and Behaviours		
Value	**Above the Line Behaviour**	**Below the Line Behaviour**
Excellence	• Continuous Improvement • Evidence Based Practise • Consistency of Practice • Innovative Practice • High Standards	• Unwilling to Improve • Lack of Innovation • Non-Adherence • Inconsistency • Acceptance
Individuality	• Be Tolerant • Acknowledge Rights • Personalise • Support Individuals • Practice Self Care	• Lack of Respect • Discriminating • Being Inconsiderate • Being Judgemental • Being Dismissive
Collaboration	• Value Teamwork • Involve Others • Actively Listen • Ask and Offer Solutions • Support Decisions and Change	• Poor Communication • Criticising Others • Being Negative • Not Open • Withholding Information
Accountability	• Take Responsibility • Set Clear Expectations • Manage Performance • Results Focused • Ethically Bound	• Blaming Others • Unethical Behaviour • Underperforming • Unreliable • Shirking Responsibility
Respect	• Respect People • Respect Privacy • Respect Property • Respect Views • Be courteous	• Being Rude • Being Negative • Being Disrespectful • Being unhelpful • Disrespecting Property
Empowerment	• Take Initiative • Actively Participate • Ask Questions • Clarify Expectations • Empower Others	• Authoritarian • Discrimination • Blaming Others • Not Sharing • Stifling Development

Key Responsibilities

- Ensure a coordinated approach to improving performance which incorporates all elements of the quality cycle.
- Coordinate quality meetings as well as provide a conduit for communication and coordination of activities and reporting between the Committees and Managers and Staff.
- Coordinate, promote and be responsible for reporting associated with accreditation standards as well as coordinate accreditation activities.
- Coordinate, promote and evaluate Quality Improvement programs, plans, activities and associated documentation and reporting.
- Administer Riskman (Incident reporting system) and Prompt (Policy management system) databases as well as ensure staff and managers are familiar with and can use these systems.
- Support the monitoring of organisational achievements against external standards – National Safety and Quality Health Service Standards (NSQHS); Commonwealth Aged Care Accreditation Standards (ACHS); Community Care Common Standards; Medical Imaging Standards, NDIS Practice Standards, ensuring gaps are identified and incorporated into quality plans.
- Preparation of organisational response Quality Standards Accreditation.
- Provide expert advice on Accreditation Standards and evaluation processes.
- Ensure Executive are kept informed of any practices that create risk and may inhibit the delivery of a high standard of patient / client / resident care.
- Monitor systems, document quality activities and report against progress.
- Assist with developing / maintaining the inter-divisional, multidisciplinary team approach to improving performance across all functions.
- Coordinate the preparation of the GSHS annual Quality Account.
- Maintain statistical data relating to quality for the Board of Management, Executive, the Leadership Team and display graphical information in ways that are meaningful to staff.
- Coordinate and drive changes required to implement Community Engagement / Consumer Participation in a manner to ensure GSHS derives maximum benefit for person centred care across the organisation.
- Act as a resource for staff in the development of continuous improvement at GSHS.

Organisational
1. Work within the "Delegations of Authority" consistent with the role.
2. Accept accountability for own actions and seek guidance from an appropriate senior leader when limited by own level of expertise.
3. Assume rotation into higher duties when delegated or required to do so, based on the level of educational preparation and competence.
4. Perform any other reasonable duties as requested by supervisor/manager.
5. Function in accordance with GSHS policies and procedures and relevant legislation, conducting practice within a professional and ethical framework to deliver care that protects the rights of individuals and groups.
6. Responsible for the safe management of equipment – this includes using equipment within standard operating guidelines, conducting appropriate preventative maintenance and not using unsafe equipment.

Training and Development
1. Completes annual mandatory training requirements as per organisational policies.
2. Recognises the need for ongoing commitment to personal and professional development.
3. Maintains a level of competency required for the position.
4. Ensures systems and procedures are in place to monitor compliance with GSHS' Mandatory Competency Policy.
5. Actively participate in own performance review in accordance with GSHS policy and procedures.

Occupational Health and Safety
1. Ensures compliance with Occupational Health and Safety and Workcover legislation and regulations.
2. Responsible for Emergency Management within the Division in accordance with GSHS Emergency Response Procedures. This includes ensuring relevant staff are trained and ready to respond to Emergency situations as relevant, i.e. Code Blue, Code Grey, Code Black, Code Purple, Code Yellow, Code Orange and Code Red.
3. Carries out duties in a manner which does not adversely affect their own health and safety or that or others.

4. Implements and maintains measures introduced in the interest of health and safety, ensuring all staff within the unit are educated in such measures and comply with them.
5. Undertake any training provided in relation to Occupational Health and Safety.
6. Ensures that any reported incidents, near misses or injuries are effectively investigated, identifying causal factors and corrective action is implemented and evaluated for effectiveness.
7. Ensures self and staff within the unit correctly use any information, training, personal protective equipment and safety equipment.
8. Refrain from recklessly or wilfully interfering with anything that has been provided for health and safety reasons; appropriately manage staff to comply with same.
9. Is familiar with and can enact Critical Incident Response.

Quality

1. Responsible for ensuring the Unit's compliance with the relevant quality standards, including the ongoing review and monitoring/auditing of systems and procedures to ensure they align with the relevant quality standards.
2. Lead an ongoing review of service delivery to identify opportunities for Continuous Quality Improvement.
3. Acts to positively promote GSHS both internally and externally.
4. Promote, practice and comply with all GSHS policies and procedures and familiarise with policies and procedures relevant to the position.
5. Actively participate in the maintenance of relevant policies and procedures to ensure best practise.
6. Actively participate in required meetings and committees.
7. Actively participate in the performance appraisal process, three months after commencement and annually thereafter.
8. Embraces the GSHS' Mission, Vision and Value statements to direct work practices.
9. Contributes to achieving the GSHS Strategic Plan
10. Promotes a quality culture within the organisation highlighting the values of customer service
11. Delivers prompt and courteous culturally appropriate services

Financial Management

1. Identifies productivity and efficiencies savings within department.
2. Consider the costs and budget implications in relation to work practices and consumables.

Risk Management

Responsible for effective risk management within area of influence, including:
- Adhering to organisation risk management policies and procedures.
- Fostering a risk aware culture.
- Implements risk management within their respective areas and where there are intersections with other areas and/or agencies.
- Ensures risks are identified, treated, monitored, reported, escalated and closed in line with organisational procedures.
- Ensures that risk mitigation or control activities in their area of responsibility are implemented.
- Ensures their staff members are aware of expectations in relation to risk management.
- Identifies new and emerging risks.
- Contribute feedback to risk management review processes.

Key Selection Criteria:

Mandatory
- Relevant tertiary qualifications and/or demonstrated experience in quality improvement and accreditation, including National Safety and Quality Health Service Standards, Aged Care Accreditation Standards, Community Care Common Standards and Medical Imaging Standards
- Sound knowledge of quality principles
- Current satisfactory Police Check
- Excellent computer knowledge with a sound knowledge of Microsoft Office products
- Well-developed interpersonal and communication skills, both written and verbal

Desirable
- Proven ability in project coordination, data analysis, monitoring and reporting
- Well-developed analysis, problem solving and assessment skills
- Ability to express ideas effectively in individual and group situations, communicating at all levels in a manner that involves people cooperatively
- Ability to establish procedures, monitor results, evaluate effectiveness, taking into consideration skills and abilities of individuals and characteristics of the task
- Ability to use initiative / innovation to influence events to achieve outcomes
- High levels of integrity, maintaining and promoting social, ethical and organisational norms.
- Ability to facilitate meetings to achieve outcomes as well as work effectively within teams to achieve goals.

Evidence Based Leadership

Managers are responsible for ensuring their team achieve and maintain agreed standards of work performance through:
- Lead by example through their individual performance and behaviour, providing staff with clear guidance and direction.
- Provide coaching and support development and continuous improvement at a team and individual level.
- Undertaking performance reviews in accordance with GSHS policy, ensuring individual performance to the required standard outlined in the job description; giving constructive feedback on a regular basis outside the formal performance review process.
- Support staff through organisational change.
- Aim to resolve issues promptly and effectively, in accordance with GSHS policy.
- Ensure adequate staffing to deliver required services at all times, taking into account required skill mix to ensure patient/resident/client safety; undertake recruitment activities to maintain staffing at required levels.
- Manage resources within budget and where necessary take corrective action to stay within set budgets.
- Communicate GSHS' Mission, Vision and Values in a manner that ensures all staff know what is expected of them; translate these into Departmental goals that are widely communicated and understood by staff, ensuring they are clear in their role.
- Fulfil your duty of care to staff, ensure staff health and wellbeing at all times; ensure compliance with all health and safety and training requirements is maintained.
- Provide leadership to your team, making decisions that are in the best interests of both the organisation and your staff.
- Maintaining an efficient work flow, ensuring good working relationships with staff and working with them to identify and improve any inefficiencies in the work area.

Managers are responsible for implementing and maintaining GSHS' Evidence Based Leadership Program, including but not limited to:
- Accountability Framework – setting, monitoring and achieving annual goals, 90 day plans and "must-have" leadership behaviours, tracked through the validation matrix.
- Connecting – collecting and analysing feedback, using the information to recognise and reward and/or take corrective action, ensuring staff have everything they need to do their job; communicating these results through Traffic Light Reports and Communication Boards.
- Communication – using AIDET and other communication techniques as one means to improve outcomes for patients.
- Values based behaviours – engages organisational strategies, policies and procedures to ensure compliance with the organisational values by all staff.
- Any other evidence-based strategies and tactics employed by the organisation to achieve *"Excellence in Healthcare"*.

OH&S

Each employee has the right to a safe working environment and they should advise their supervisor of any risk or condition likely to result in accident or injury. Each employee has the responsibility to take reasonable care of their own health and safety, to comply with GSHS OH&S policies and procedures and to participate in appropriate safety education and evaluation activities.

Policies & Procedures

It is everybody's responsibility to access and have knowledge of the relevant policies and procedures that relate to their employment. All GSHS policies and procedures can be accessed on the intranet site.

Person Centred Care

Person Centred Care (PCC) is a philosophical approach to how we provide care to patients and interact with other customers, including colleagues. PCC is based on the principles of respect, value of the individual, and the need to deliver service in an environment that supports peoples' physical, emotional, social and psychological needs. PCC is underpinned by a culture of collaboration and partnership and all staff are required to adhere to these principles.

Values & Conduct

Staff are required to comply with GSHS Employee Charter. The way we behave in the workplace and the manner in which we undertake our job is as important as how we perform the tasks for our role. We expect that all staff will embrace GSHS' Employee Charter and demonstrate these in their daily work.

GSHS operates under the Code of Conduct for Public Sector Employees. This Code of Conduct, together with any professional Code of Conduct relevant to the role being performed, form part of each employee's conditions of employment and it is expected that all staff will familiarise themselves and comply with this Code of Conduct and those relevant to the role they perform at GSHS.

Child Safety

GSHS is a Child Safe organisation. The GSHS Child Safe Policy and Procedure applies to all staff, volunteers, students and contractors of GSHS. GSHS staff will:
* Protect and promote the health, safety and well-being of all children.
* Recognise vulnerability and identify risk and harm to children early.
* Respond appropriately, effectively and in a timely way to reduce risk and support children and their families to achieve improved outcomes.
* Promote culturally competent and responsive health care.
* Work together with families, community services providers and the statutory system in the best interests of children (DHHS Healthcare that Counts Guiding Principles, 2017).

Violence & Aggression

GSHS seeks to promote a safe and inclusive workplace and community that are free from all forms of violence and aggression. GSHS staff:
* Are aware that supports are available for GSHS staff and volunteers who may be experiencing family violence.
* Identify, respond to and support consumers impacted by family violence as guided by organisational procedures.
* Identify, report and access support in relation to incidents of occupational violence and aggression.

Diversity & Inclusion

GSHS is an equal opportunity employer. We recruit, employ, train, compensate and promote regardless of race, religion, colour, national origin, sex, disability, age, veteran status, and other protected status as required by applicable law.

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Risk Management

GSHS supports an organisational philosophy that ensures risk management is an integral part of corporate objectives, plans and management systems. Staff are to be accountable for risk management through organisational, team and individual performance objectives that are within their span of control.

- Contribute to effective risk management within their area of influence.
- Adhere to organisational risk management policy and procedures.
- Assist in fostering a risk-aware culture and ensure that any staff members in their supervision understand their responsibilities.
- Identify new and emerging risk.
- Contribute feedback to risk management review processes.

Professional Development & Performance Management

Ensures best practice at all times by ensuring that professional skills are regularly updated and mandatory competencies are maintained in accordance with GSHS Policy.

It is a condition of employment that staff participate in the performance review program in accordance with the parameters set out in GSHS policy and procedures.

Quality Improvement

Each staff member has a responsibility to participate and commit to ongoing quality improvement activities.

Privacy & Confidentiality

All GSHS Employees are required to comply with the provisions of the Privacy & Confidentiality Policy and any legislative requirements detailed in the Federal Privacy Act, 1988, the Health Records Act 2001, Section 141 of the Health Services Act Victoria, 1988 and the Freedom of Information (Amendment) Act, Victoria 1999.

All staff are required to read, understand and sign the Confidentiality and Privacy Agreement that sets out specifically what is required, upon commencement of employment. These provisions form part of the terms and conditions of employment and any breach will be subject to disciplinary action as per the Performance Development and Discipline Policies, along with the relevant Enterprise Agreement.

Additional Requirements:

To ensure a healthy and safe environment for everyone, smoking is not permitted on GSHS grounds, buildings or vehicles.

All staff are required to provide a current National Police Records Check prior to commencement. A Working with Children Check may also be required for particular positions.

This position description is intended to describe the general nature and level of work that is to be performed by the person appointed to the role. It is not intended to be an exhaustive list of all responsibilities, duties and skills required. Any elements of this document may be changed at GSHS' discretion and activities may be added, removed or amended at any time.

Sign-off to verify agreement with this Position Description:

Incumbent		Date	
Manager		Date	