

Position Definition

Position:	Quality Safety & Risk (QSR) Manager
Agreement:	Health & Allied
Classification:	Management & Administration Grade 5
Position reports to:	Director Clinical Services/General Manager
Approved by:	Director Clinical Services/General Manager

Organisational Context

Yea & District Memorial Hospital (YDMH) provides acute, aged and community healthcare, to people of all ages from the Yea & surrounding western Murrindindi district communities.

Our services have a strong focus on best practice clinical assessment, treatment, and care.

The organisation provides Acute Care (10 beds), Urgent Care (4 bays), Residential Aged Care – Hostel (15 beds) & Nursing Home (10 beds) and Community Health Services.

YDMH partners with General Practitioners, Hospitals, the three levels of government, local agencies, and community members to achieve a universal primary healthcare system.

YDMH is a small rural health service. It is funded by state and commonwealth government grants and other self-managed revenue activities. It is governed by a Board of Directors selected and appointed by the Governor in Council

YDMH Vision – An exceptional rural health service serving and engaging our local community

YDMH Values – Integrity, Respect, Accountability, Responsiveness & Impartiality

Our expectation is that staff will operate as a co-operative team. Our staff will be flexible, multi-skilled and able to work with a diverse range of individuals, multidisciplinary groups, and community agencies.

Our staff will continually update their knowledge to take on new responsibilities and challenges and be adaptive to changes within the health landscape environment.

Purpose and Scope

The Quality Safety and Risk Manager (QRM) is responsible for providing leadership, direction, co-ordination and management of quality, safety and risk systems and improvements activities with Yea & District Memorial Hospital (YDMH) services.

The QSRM works collaboratively with the leadership team, clinical and non-clinical staff, and consumers to ensure that YDMH has an effective, coordinated, organisation-wide approach to the provision of quality improvement, incident and risk management, management of policies and procedures, emergency and safety management systems and accreditation process across all service areas of the organisation.

Key role components include:

Oversee organisation wide compliance tracking systems that support effective control of compliance issues: legal compliance, department directives, risk management, incident and hazard reporting and actions, audit schedule, consumer feedback processes, and policies/procedures.

Convening YDMH standing committees: Yea for Quality, Clinical Governance Committee, OH&S, & Visiting Medical Officer.

Manage accreditation cycles and work with other service managers and Executive to build an organisational culture of continuous quality improvement in line with standards.

Key Responsibilities and Duties

Service delivery:	<ul style="list-style-type: none"> Promote and monitor quality management activities and ensure compliance with the Aged Care Quality Standards, the National Safety and Quality Health Service Standards, NDIS, Food Safety Standards and other relevant standard requirements. Coordinate & participate within the YDMH quality framework. Provide an annual quality plan and clinical governance reports to the BoD and or its sub-committees Maintain and monitor the organisational Quality work plan Advise senior management on matters relating to Accreditation, Quality Improvement and Risk Management. Ensure reporting and monitoring of organisation legislative compliance Actively support other senior staff in implementing quality risk and safety improvements plans. Coordinate internal Education and Mandatory Competency program
Organisational:	<ul style="list-style-type: none"> Maintain current knowledge of relevant legislation, regulation, guidelines, and standards. Participate in relevant continuing professional development. Report all hazards or incidents that cause or may cause harm Undertake required training in fire and emergency evacuation procedures as required Participate in annual performance review. Complete mandatory competencies within the required time frames Ensure privacy and confidentiality is maintained for residents, patients, clients, and staff. Encourage feedback from patients, residents, and their families, ensuring there is a mechanism to manage complaints in accordance with best practice Represent the organisation at appropriate forums and regional network meetings.
Leadership & Management:	<ul style="list-style-type: none"> Provide direction and support to all staff in areas of Quality Safety & Risk Ensure the coordination and management of health service activities within a framework of continuous improvement Ensuring clinical services are delivered in accordance with capability levels and health service capacity Undertake specific projects, benchmarking exercises against industry standards and develop reports, submissions, tenders, and contracts are required. Participate in service and facilities improvement development projects. Ensure and coordinate the maintenance of all policy and procedures for service and emergency management. Maintain appropriate statistics, reports and records as required to assist in reporting
Financial:	<ul style="list-style-type: none"> Ensure effective management of revenue streams and expenditure.

Core Competencies, Attributes and Capabilities

Clinical/professional:	<ul style="list-style-type: none"> Registered with AHPRA if applicable Extensive Quality safety & risk management/coordination experience
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Core Competencies, Attributes and Capabilities

Client orientation:	<ul style="list-style-type: none"> • Able to demonstrate • Able to demonstrate engagement with consumers in planning and delivery of services • Makes decisions with consideration of the impact upon consumers
Interpersonal:	<ul style="list-style-type: none"> • Communicates with respect and empathy at all times
Leadership:	<ul style="list-style-type: none"> • The ability to lead by example ensuring that professional conduct models the health service's values • Advise senior management on matters relating to Accreditation, Quality Improvement and Risk Management. • Actively support other senior staff in implementing quality risk and safety improvements plans.
Management:	<ul style="list-style-type: none"> • The ability to prioritise workload and competing demands • Able to meet key reporting requirements
Computer:	<ul style="list-style-type: none"> • Proficiency in use of computers and mobile devices • Competent in use of Microsoft applications
Human Resources:	<ul style="list-style-type: none"> • Encourage and promote further training and development opportunities for staff in accordance with the health service's personal and professional development plan • All employees are required to take reasonable care for their own health and safety and that of other employees who may be affected by their conduct
Financial:	<ul style="list-style-type: none"> • Ability to plan and monitor financial performance of area budget

Key Selection Criteria

Mandatory: <i>Successful applicants are required to provide certified copies of the mandatory qualifications listed in this section.</i>	<ul style="list-style-type: none"> • Relevant tertiary qualification (Clinical preferred) • Current Australian Health Practitioner Regulation Agency registration • Minimum of two years' experience working in a quality management role • Experience in managing and leading organisational accreditations/reviews including but not limited to, NHQHS, Aged Care Standards accreditations • Experience in report writing (internal and external reports) including the development of organisational policy, procedures, manuals, and guidelines • Commitment to the principles of continuous quality improvement. • Computer literacy (Excel, Word) • Experience in managing databases including VHIM's incident and feedback system including reporting, • Strong alignment with YDMH's organisational values • Excellent communication skills • Effective written and verbal communication skills • Demonstrated ability to lead quality improvement • Current Victorian Driver's licence
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Key Selection Criteria

Desirable:	<ul style="list-style-type: none"> • Experience in managing and leading organisational NDIS accreditations/reviews • Clinical Governance & Risk Management qualification
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Conditions of Employment

Remuneration:	<ul style="list-style-type: none"> • The employee will be paid in accordance with the Award/Agreement. • Salary Packaging is available for permanent and fixed term employees, in accordance with prevailing legislation and YDMH Policy.
Location:	<ul style="list-style-type: none"> • Yea • Blended working arrangement options will be considered
Hours of duty:	3-4 days per week – negotiable
Pre-employment checks:	<p>A Police Check is mandatory. In accordance with YDMH Policy, relevant convictions will be taken into consideration when considering applicants for this position.</p> <p>All employees of YDMH must be either an Australian Citizen, Permanent Resident or have an appropriate Australian visa that will legally enable them to fulfil the obligations of the contract of employment.</p> <p>YDMH employees who are engaged in direct client care are required to complete the YDMH Staff immunisation record form, confirming their consent to receive or declaration that they have received the recommended vaccinations.</p>
Probationary period:	Confirmation of new employees to YDMH is subject to a 6-month probationary period, during which time the employee must demonstrate satisfactory capability to perform the Key Responsibilities and Duties. This probationary period is regarded as an extension of the interview process.
Performance Appraisal & Goal setting I:	An evaluation of performance will be undertaken within six months of commencement and at least once per year to ensure that the needs of the employer and employee are being achieved.
Employee Obligation:	<p>Confidentiality The employee is required to maintain strict confidentiality with reference to all matters relating to patients and residents and organisation matters.</p> <p>Health and Safety The employee is required to take all reasonable care to ensure personal safety and the safety of others who may be affected by acts or omissions of the employee in the workplace. (Occupational Health and Safety Act, Clause 25).</p> <p>Continuous Improvement The employee is required to participate with the organisation in the Continuous Improvement program to encourage excellence of care and efficient utilisation of resources.</p> <p>Infection Prevention and Control The employee is required to be familiar with the organisation infection prevention and control guidelines and to follow them.</p>

Acknowledgement

Position Descriptions may be modified from time to time in accordance with YDMH Policy, relevant Awards, Agreements or Legislative amendments.
Awards and Agreements may be modified or replaced in accordance with the Fair Work Act 2009.

I acknowledge:

- That I have read and understood the requirements of the position as detailed above.
- I understand that the information provided is a general outline and may not encompass every aspect of the position.
- Yea and District Memorial Hospital may alter the duties of this position description if and when the need arises. Any such changes will be made in consultation with the affected employee(s).

Do you have any pre-existing injuries or conditions that could reasonably be expected to be affected by the nature of the proposed employment? Pre-existing injury/condition? Yes No

If yes, please provide details:

Accepted by (Print Name): _____

Signature: _____ Date ____/____/____

DCS/GM: _____ Date ____/____/____

Validated by:	DCS
Approval Date:	July 2019
Reviewed:	Aug 2021
Review Date:	Aug 2023

Yea & District Memorial Hospital is an equal opportunity employer who respects the diversity that is within our world and is inclusive of our community's diversity including Gender, Aboriginal and Torres Strait Islander people, Lesbian, Gay, Transsexual, Bisexual and Intersex, varying age groups, cultural backgrounds, and abilities.