

POSITION DESCRIPTION			
Position Title	Quality Coordinator		
Location	Richmond	Employment status	Permanent
Reports to	Quality and Impact Manager	FTE	0.8FTE
	INCUMBENT	SUPERVISOR	HR
SIGNED			
DATE			
Position Purpose:	<p>The Quality Coordinator (QC) is responsible for the efficient and effective development and implementation of quality systems and risk management activities.</p> <p>The QC will support continuous quality improvement and risk management by assisting all departments across the organisation.</p> <p>Promote and monitor adherence to relevant governance and organisational requirements, guidelines and regulations, including the National Safety & Quality in Health Service (NSQHS) Standards.</p>		
Position Tasks and Responsibilities	<p>The QC will undertake responsibilities in planning, implementing and co-ordinating actions related to the organisation's Quality management framework.</p> <p>The QC will assist Management to clearly demonstrate a dedication to quality management, regulatory compliance and accreditation standards.</p> <p>The QC supports internal and external quality and regulatory activities by focusing on continuous improvement, quality system implementation, occupational health & safety and risk management.</p>		
Quality and Safety	<p>Under direction from the Quality and Impact Manager (QIM), coordinate the quality systems and quality improvement activities in line with organisation's strategic objectives and accreditations held or pursued by the organisation.</p> <p>Assist in the development and implementation of a planned and systematic set of activities necessary to provide adequate confidence that the organisation is delivering high quality and safe services.</p> <p>Ensure risk management framework is maintained to reflect best practice processes.</p> <p>Work with management and staff to ensure the risk register is up to date and risk mitigations are in place.</p> <p>Maintain document control systems for quality and clinical documentation.</p> <p>Maintain systems to monitor and report on clinical and OHS outcomes and initiatives.</p> <p>Examine, develop and evaluate systems to ensure effectiveness of organisation protocols.</p>		

<p>Audits & Administration</p>	<p>Support the QIM to provide relevant information to the Clinical Governance Committee and the Clinical Safety & Quality Committee.</p> <p>Administer the OH&S management framework and drive compliance and improvement deliverables.</p> <p>Provide support to identify induction and training requirements and assist with implementation of agreed solutions.</p> <p>Monitor, track and oversee evaluation of the hazards, incidents and feedback.</p> <p>Communicate to the QIM any critical compliance risks identified in the conduct of the role.</p> <p>Report the status of organisational compliance and areas for improvement.</p> <p>Develop, implement and communicate appropriate protocols or procedures to ensure continuous improvement.</p> <p>Conduct and/or facilitate internal audits of clinical and quality systems as required by Clinical and Quality Assurance Manager.</p> <p>Provide support where required for any Internal Audit activities</p> <p>Provide support for any dealings with regulatory agencies or external auditors</p> <p>Provide assistance to the process of ensuring accreditation standards continue to be adhered to and upgraded as required.</p> <p>Prepare reports and provide advice on quality assurance activity trending reports as directed.</p> <p>Ensure regulatory requirements are communicated through corporate policies and procedure.</p>
<p>Workplace Involvement</p>	<p>Actively promote a positive public image of RFDS Victoria among our volunteers, health care practitioners, collaborators and at public events as required</p> <p>Actively engage with colleagues and participate in workplace activities as appropriate</p>
<p>Key Working Relationships:</p>	<p>Internal</p> <p>Quality and Impact Manager</p> <p>Quality Administrator</p> <p>GM Corporate Services</p> <p>Medical Director</p> <p>General Managers</p> <p>Human Resources</p> <p>Mobile Patient Care personnel</p> <p>Primary Health Care personnel</p> <p>External</p> <p>Regulatory agencies</p> <p>Internal Audit Consultants</p> <p>Accreditation brokers</p> <p>Other RFDS sections</p>

Scope:	Revenue: nil Budget: nil Direct/indirect reports: nil
Qualifications and Experience:	<ol style="list-style-type: none"> 1. Work experience exhibiting a track record in quality management 2. Knowledge of quantitative and qualitative evaluation strategies to monitor and report on performance of quality improvement 3. Detailed experience with ISO9001:2015 and/or National Safety and Quality in Health Service Standards 4. Experience in project and quality management including systems, process & behavioural change. 5. Demonstrated experience performing quality risk assessments
Skills, knowledge and competencies	<ol style="list-style-type: none"> 1. Demonstrated ability to write reports and present findings to inform decision making 2. Skills and experience in coordinating and implementing quality improvement projects, including the ability to positively influence teams 3. Demonstrated ability to work autonomously in a collaborative manner across numerous business units 4. Demonstrated ability to manage time, multi-task and prioritise using a risk based approach 5. Excellent interpersonal skills with the ability to communicate, motivate, consult, negotiate, mentor, build and maintain relationships with diverse stakeholder groups 6. Enthusiasm, creativity, dedication and an open mind 7. Willingness to regularly travel across the state 8. Strong problem solving, analytical and quantitative skills 9. Proficient computer literacy including Microsoft Office
Workplace Health and Safety	<ul style="list-style-type: none"> • Take reasonable care for own health and safety • Take reasonable care for the health and safety of others including the implementation of risk control measure within their control to prevent injuries or illnesses • Comply with all reasonable instruction to safeguard their health and safety • Cooperate with any reasonable RFDS policies and/or procedures including the reporting of OH&S hazards or incidents
Code of Conduct & Organisational Values	<p>All employees, members and volunteers of the Royal Flying Doctor Service of Victoria are mutually responsible for the success of the organisation.</p> <p>The organisation is committed to creating an environment in which all employees can realise their full potential. In return all RFDS Victoria employees are expected to make contributions that positively impact our customers, our patients, our communities, our business and each other.</p>

	<p>This includes:</p> <ul style="list-style-type: none">• Conduct to the highest degree of ethics and integrity• Creative thinking and openness to new challenges• Appreciating diversity in the workplace and treating everyone with courtesy and respect• Effective communication, which is open and honest• Modelling best practice and leadership <p>Our organisational values are detailed in the “Vision 2020” Document and our Induction Handbook.</p>
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