

# Position Description



<b>Position Title:</b>	<b>Quality Improvement Officer</b>
<b>Location:</b>	Malvern
<b>Department</b>	Corporate
<b>Reporting To:</b>	General Manager Service Delivery and Improvement
<b>Main Purpose of Position:</b>	To ensure that Very Special Kids adheres to the National Safety and Quality Health Service Standards 2 <sup>nd</sup> Edition (NSQHSS) and strives to promote personal effective connected and client centred care for our children and families.
<b>Number of Direct Reports</b>	0
<b>Decision Making Authority</b>	As per Very Special Kids' Delegation of Authority
<b>Key Relationships</b>	<p><b>Internal:</b></p> <ul style="list-style-type: none"> <li>• General Manager Service delivery and Improvement</li> <li>• Management Team</li> <li>• Deputy Managers</li> <li>• Office Manager &amp; System Administrator</li> <li>• Clinical staff</li> </ul> <p><b>External:</b></p> <ul style="list-style-type: none"> <li>• Australian Council on Healthcare Standards</li> <li>• Quality consultant</li> </ul>

<b>Key Selection Criteria</b>	<p><b>Qualifications/ Education Training and Work Experience</b></p> <ul style="list-style-type: none"> <li>• Degree qualifications in health or a related field</li> <li>• Demonstrated understanding and experience in healthcare quality management systems, accreditation, document control and continuous quality improvement activities</li> <li>• Experience in developing and writing policy and procedures within a health care setting</li> <li>• Prior experience in a similar role in a healthcare organisation is desirable.</li> <li>• Proven ability to work collaboratively, build strong relationships and achieve multiple stakeholder alignment</li> </ul> <p><b>Knowledge and Skills</b></p> <ul style="list-style-type: none"> <li>• Knowledge of the National Safety and Quality Health Service Standards (First &amp; Second Editions)</li> <li>• Strong communication skills with the ability to work collaboratively with both managers and clinical staff</li> <li>• Ability to provide staff training on quality improvement and the national Standards and present information at team meetings</li> <li>• Excellent writing skills with the ability to write for a variety of different platforms including policies and management reports</li> <li>• Demonstrated experience in developing and delivering on project &amp;/or action plans</li> <li>• Competence using Microsoft Office products including Excel and Word</li> </ul> <p><b>Personal Attributes</b></p> <ul style="list-style-type: none"> <li>• Analytical thinker</li> <li>• Self-directed performer with a can-do attitude who uses their initiative to get the job done</li> <li>• Dependable and outcome-oriented with the ability to effectively prioritise work and meet deadlines</li> <li>• High attention to detail</li> </ul>
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<b>Position Summary</b>	<p>This role is responsible for leading VSK's continuous quality improvement, compliance, diversity &amp; inclusion, and risk management processes, ensuring the organisation operates in accordance with applicable standards and complies with regulatory and accreditation requirements.</p> <p>This position is also responsible for maintaining VSK's clinical risk register; coordinating the accreditation process; coordinating the development and maintenance of policies and procedures and ensuring that statutory reporting requirements are fulfilled.</p> <p>The incumbent interacts with staff at all levels of the organisation and assists the General Manager of Service delivery and Improvement, Corporate Services and hospice and family Support team managers in supporting the Board's Quality, Clinical Governance, Diversity &amp; Inclusion and Service delivery Committees</p> <p>The role will have a quality improvement and business development focus, identifying and addressing service gaps in consultation with the General manager Service delivery and Improvement.</p> <p>The role will lead and assist with change programs by actively engaging the staff. Preparation of Board reports and papers will also be required.</p>
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## Key Areas of Responsibility

### Quality Improvement

### Key Performance Indicators

Support the organization to achieving accreditation status against the national standards	Completion of work identified in the gap analysis  Support and guide the working groups to ensure that there is full understanding and compliance, of work required
Document evidence of compliance with the Standards and develop recommendations for any further work	Evidence log developed and recommendations for improvement identified and documented
Support clinical managers to develop and implement strategies to address any identified gaps in current practice	Improvement strategies developed and implemented to meet accreditation requirements
Develop and update policies and procedures required by the National Safety and Quality Health Service Standards (2 <sup>nd</sup> Edition)	Policies meet operational and accreditation requirements
Prepare documents and materials required to align with the Standards	Supporting documentation meets operational and accreditation requirements
Support the development of data collection systems to capture program outcomes and enable reporting	Data is available to demonstrate quality outcomes
Prepare documentation for, and contribute to, Quality Management and Clinical Risk & Governance Committee meetings	Documentation and information provided supports decision making
Supporting the Diversity & Inclusion Committee to achieve meaningful change in access and delivery of services	Core member of the Diversity & Inclusion Committee  Audit of VSK's current Diversity & Inclusion position  2021-2024 Diversity & Inclusion Action Plan developed and ratified by the Management Committee
Promote a proactive approach to quality and continuous improvement activities	A culture of continuous quality improvement is evident, particularly across clinical areas of the organisation
Maintain and monitor the quality improvement register	Encourage staff to work towards quality improvement and excellence by discussion education and encouragement in projects and support
Maintain and monitor the complaints and compliments register	In conjunction with the GM identify areas of improvement and work with staff on action plans to promote safe effective care

### Project Support

### Key Performance Indicators

This role has a quality improvement and business development focus. The role will identify and address service gaps in consultation with management, to implement service development and improvement initiatives . Reporting directly to the General manager	Support contributes to successful implementation of key initiatives
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Service Development and Improvement the role will lead and assist change programmes by actively engaging and supporting staff.	
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### Quality, Safety and Improvement

<p>VSK Employees have a responsibility and accountability to contribute to the organization's commitment to Quality, Safety and Improvement by:</p> <ul style="list-style-type: none"> <li>• Acting in accordance and complying with all relevant Safety and Quality policies and procedures</li> <li>• Identifying risks, reporting and being actively involved in risk mitigation strategies</li> <li>• Participating in and actively contributing to quality improvement programs</li> <li>• Complying with the requirements of the National Safety &amp; Quality Health Service Standards</li> <li>• Complying with the principles of patient and family-centred care that relate to this position</li> </ul>
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Conditions of Service	
Hours	0.6 EFT Flexible work arrangements available with hours and days of work negotiable
Other	Current driver's licence (if required)
Salary Package	Competitive salary, plus superannuation and salary packaging. Consideration will also be given to a contracting arrangement where this is preferable for the right candidate.
Tenure	2 year fixed term contract, following completion of 6 month probationary period
General	Employment with Very Special Kids will be subject to a satisfactory Police Check and a Working with Children Check.

**Privacy Statement: Personal Information may be collected and stored for the purpose of recruitment and selection. The information will only be used and disclosed for the primary purpose of its collection. Some exceptions exist. These may be obtained from the Privacy Officer.**

Approvals	
Created by:	Angie Dredge GM Service Delivery and Improvement
Approved by:	Michael Wasley
Date of Last update:	07/05/2021