
SERVICE IMPROVEMENT OFFICER

SEPTEMBER 2021



Location:	Parkville
Division:	Clinical Services Reform
Classification/ Salary Range:	Commensurate with skills and experience plus superannuation and access to salary packaging
Employment type:	Full-time fixed term position available for 12 months
Position reports to:	Manager, Clinical Quality and Safety

1. POSITION SUMMARY

The Service Improvement Officer will work with people receiving services from Orygen, their representatives and our service providers (Orygen employees and their partners) to resolve concerns and make positive improvements for people receiving care. The role will support the clinical service complaints and compliments handling function of Orygen through a range of complaint resolution techniques including early resolution, service provider resolution, conciliation and investigation. The overall purpose of the role is to receive, understand and respond, to the feedback associated with the clinical services of Orygen, and to help drive improved client experience and contribute to service improvement.

This role will support the Clinical Safety and Quality Manager in their responsibilities for leading Orygen accreditation activities, and continuing to drive the highest standards in safe and quality care across Orygen.

2. POSITION CONTEXT

Orygen delivers cutting-edge research, policy development, innovative clinical services, and evidence-based training and education for the mental health workforce to ensure that there is continuous improvement in the treatments and care provided to young people experiencing mental ill-health.

We are a complex organisation. Our activities and workforce are diverse and include:

- Five headspace centres in Craigieburn, Glenroy, Melton, Sunshine and Werribee that deliver primary clinical services to young people and are operated by Orygen.
- The Centre for Youth Mental Health, a University of Melbourne research and teaching department that is wholly seconded into Orygen. Centre staff are provided with Orygen email addresses and have the use of Orygen systems.
- Orygen Specialist Program (formerly referred to as Orygen Youth Health Clinical Program), a tertiary clinical service that is currently operated by North Western Mental Health, co-located with us at Parkville, Sunshine and Glenroy and also operating at sites in Footscray, and Wyndham. Whilst not under the governance of Orygen, Orygen Specialist Program works in close partnership with us.
- Orygen Digital, which develops and rolls out online clinical platforms that are fully integrated with 'in-person' clinical services.
- A training and development unit providing online and face to face training for the mental health workforce both nationally and internationally.

- A policy think tank drawing on Orygen's research and clinical expertise and partnering and collaborating with key content experts from Australia and around the world to advise government policymakers.
- Centralised professional support functions enabling the organisation to achieve strategic and operational objectives.

The outcomes of the Royal Commission into the Victorian Mental Health System enable a revolutionary new era of reform in mental health that will at last see youth mental health progress in the direction that we have pioneered together over the past 30 years.

3. ABOUT ORYGEN

VISION	Young people to enjoy optimal mental health as they grow into adulthood.
MISSION	Reduce the impact of mental ill-health on young people, their families and society.
VALUES	Respect, accountability, teamwork, excellence & innovation.
COMMITMENTS	First Nations people of Australia, young people and their families, LGBTIQ+ people & culturally and linguistically diverse people.

4. KEY RESPONSIBILITIES AND OUTCOMES

This role is responsible and accountable for:

- Working with complainants, people receiving care and approved providers to identify concerns and develop options to achieve resolution.
- Managing calls in a telephone intake setting, which can include handling difficult conversations.
- Identifying, escalating and managing risks.
- Ensuring accurate recording of information.
- Supporting the safety and quality program of Orygen, including the preparedness and ongoing achievement of accreditation against the National Standards for Mental Health Services and the National Safety and Quality Health Service Standards.
- Using a range of complaint resolution techniques including early resolution, service provider resolution, conciliation and investigation.
- Supporting the implementation of service improvement initiatives.
- Supporting and coordinating the use of audit and survey tools to enable service evaluation.
- Preparing detailed reports, correspondence and recommendations.
- Developing positive and collaborative working relationships with team members and internal and external stakeholders.
- Contributing to the priorities of a team and effectively managing individual caseloads.
- Comply with and support others to comply with Orygen's policies and procedures, including taking appropriate action to hold others accountable and promote a workplace culture that is safe, diverse and inclusive.

5. SELECTION CRITERIA

The following criteria must be met for consideration for this position:

5.1 Essential

- Demonstrated experience in a complaints and compliments management role in a health care setting.
- Demonstrated analytical and problem-solving skills, including the ability to assess and manage risk, work within legislative requirements, make impartial recommendations and to use specialist advice when needed.

- Excellent written communication skills including the ability to write comprehensive evidence-based recommendations and reasons for decisions.
- Strong customer outcomes focus, confidence and resilience in liaising with internal and external stakeholders in relation to contentious matters.
- Capacity to work in a busy environment with demonstrated skills in time management, working with competing priorities and ability to prioritise and manage a diverse workload.
- Demonstrated ability to work effectively and collaboratively as part of a team to achieve positive outcomes and a positive workplace culture.

5.2 Desirable

- Tertiary qualification(s) in the health or social sciences, or related discipline.
- Experience in mental health care setting or clinical experience.
- Experience working in a large, complex work environment.
- Experience in working in collaborative ventures.

6. SPECIAL REQUIREMENTS

- Unrestricted right to live and work in Australia.
- A current National Police Check will be required.
- Any offer of employment is conditional upon receipt and maintenance of a satisfactory Working with Children Check.
- A current Victorian driver's licence (if relevant to role).
- You may be required to work across more than one of Orygen's sites, which are currently located within the north and west of Melbourne.
- In line with Government guidelines, this position may need to be based at home during certain periods. As such a reliable internet connection will be required.

7. ACKNOWLEDGEMENT

Confirming this position description has been read and understood by:

Name:	
Signature:	
Date:	