

# Eastern Health

## POSITION DESCRIPTION

<b>Position Title:</b>	<b>Manager Clinical Governance and Quality systems</b>
<b>Award Classification:</b>	<b>Administrative Officer – HS5 or by negotiation</b>
<b>Award / Agreement Name:</b>	<b>Victorian Public Health Sector (Health Professionals, Health and Allied Services, Manager &amp; Administrative Officers)</b>
<b>Position Reports to:</b>	<b>Director Quality Planning and Innovation (Clinical Operations, Clinical Governance, Quality and Safety)</b>

### EASTERN HEALTH – GREAT CARE, EVERYWHERE, EVERY TIME

Eastern Health is one of Melbourne's largest metropolitan public health services. We provide a comprehensive range of high quality acute, sub-acute, palliative care, mental health, drug and alcohol, residential care, community health and statewide services to people and communities that are diverse in culture, age and socio- economic status, population and healthcare needs.



## **POSITION PURPOSE**

The Manager, Clinical Governance and Quality Systems is responsible to the Director Clinical Operations, Clinical Governance, Quality and Safety for implementation of the Eastern Health Clinical Governance and Quality Systems. This position provides organizational leadership for key elements of Clinical Governance including management of the policy system, the Appropriate and Effective Care program, Ward/ Department Governance Program, Point of care audit, safety and quality committee structure and evaluation, Standard Work for Leaders and training program for building capability for the use of quality systems. The Manager Clinical Governance and Quality Systems will ensure Eastern Health Clinical Governance systems are in place and evaluated for efficiency and performance measures, monitoring systems and processes and a continuous improvement program is in place to oversee the implementation of the Clinical Governance framework. The manager may undertake and support required projects to support implementation of the Health care Excellence plan and the Clinical Governance framework and policy.

Working alongside the Manager, Patient Safety this position will progress Eastern Health's Safety and Quality program to achieve Health Care Excellence and support the orientation and induction of the ADQPIs and other QPI staff to quality systems.

As a member of the Quality Planning and Innovation Directorate the Manager Clinical Governance and Quality Systems will also work with other members of the Quality Planning and Innovation Directorate to advance the improvement of quality, safety and risk management across Eastern Health.

## **MAJOR DUTIES AND/OR RESPONSIBILITIES**

The Manager Clinical Governance and Quality Systems has the following duties and responsibilities;

1. Establish, sustain and improve operating systems that are required to meet and exceed performance against:
  - Actions prescribed under the National Safety and Quality Standard 1
  - The Eastern Health Clinical Governance Framework and Policy
  - Policy framework and Standard
  - Appropriate and Effective Care standard
  - Ward/ Department governance guidelines
2. Ensure that these operating systems are consistent with the Eastern Health performance excellence framework and customer needs by :
  - Developing, reviewing, and implementing practice in accordance with the Eastern Health system for performance standards
  - Developing measures and Monitoring performance for all key performance areas
  - Consumer consultation and feedback
  - Identifying and implementing improvement in response to identified performance gaps
  - Ensure an effective workforce including development of required learning and development packages for staff across the organisation and QPI staff to operate relevant quality systems effectively. In particular providing necessary coaching and training of the key coordinating authors of the performance standards on best practice in writing performance standards, QPI staff on commissioning, endorsement and approval processes and administrators on the publishing functions.
  - Working with EACs, Executive and other relevant performance standards approval committees to ensure Policy framework is implemented and is functioning effectively
3. Ensure functions of the Clinical Practice Committee (CPC) is supported, reviewed and evaluated to ensure best practice. Working with the Director of QPI (Quality and Safety) and the chair of the CPC to support the running of the Eastern Health Clinical Practice Committee
4. Working with the Director and associate Director of Corporate and support services to ensure the corporate policies are managed as per the policy framework
5. Work with staff across Quality, Planning and Innovation Directorate to evaluate and improve the sustainability of quality systems and the Clinical Governance Framework

6. Develop and improve systems and processes to ensure effective clinical governance at all levels through support, review and annual evaluation of the Eastern Health program and Directorate Quality and Strategy committee functions and Terms of Reference.
7. Work with staff across Quality, Planning and Innovation Directorate and the organisation to implement the ward governance program and the standard work for leaders and to evaluate and improve the sustainability of these programs
8. Support the implementation and continuous improvement of the Ward Clinical Risk profile and workbooks and the Point of Care audits
9. Support organisational readiness and preparation for accreditation by undertaking a range of projects supporting the organisation's commitment to continuous improvement, in particular the organisational capability for implementation and sustainability of Clinical Governance Standard (National Standard 1)
10. Prepare for National Safety and Quality Health Service Standards accreditation including gap analysis, self-assessment and collection of evidence
11. Lead the implementation of Appropriate and Effective Care standard and develop organisational capability to minimise variations in clinical practice. This will include benchmarking and linking with the work of the Australian Commission on Safety and Quality and providing direction for the organisation to achieve this. This will include coordination of clinical care guideline implementation through the organisational policy framework and Appropriate and Effective Care program
12. Develop of an annual improvement and innovation plan for the clinical risk using the Eastern Health Planning and Risk Management approach;
13. Identify and manage risks in accordance with the EH Risk management system
14. Ensure compliance with legislation, Australian standards and relevant accreditation requirements
15. Undertake additional roles as delegated by the Director of Quality and Safety to provide leave cover within the QPI directorate, quality and safety portfolio.
16. This role will provide leave cover for the:
  - Manager- Patient Safety and;
  - ADQPI clinical programs as required

## **SAFE PRACTICE AND ENVIRONMENT**

### **Occupational Health and Safety**

Eastern Health is committed to provide and maintain a working environment for all staff that is safe and without risk to health. All staff are to take care of their own health and safety and the health and safety of any other person who may be affected by your acts or omissions at the workplace. Understand responsibilities and accountabilities to yourself and others in accordance with OH&S legislation and Eastern Health policies and promote a working environment that is congruent with these guidelines. This includes staff reporting of all clinical and OHS incidents and near misses, in particular those related to Occupational Violence, Manual Handling and Slips, trips and falls.

Staff are required to comply with all state legislative requirements in respect to the Occupational Health and Safety Act 2004 and the Workplace Injury Rehabilitation and Compensations (WIRC) Act 2013.

## **TRAINING AND DEVELOPMENT**

Relevant, practical and timely education should direct, facilitate, enhance and support the professional growth and practice of employees in a health environment characterised by change. All programs should endeavour to promote evidence-based practice, a problem solving approach and to be competency based.

You are expected to participate in the personal development process on an annual basis, including completion of all core training requirements as per the QPI Learning and Development profile.

## **QUALITY**

As a staff member of Eastern Health staff are required to comply with Eastern Health performance standards and participate in continuous monitoring and improvement as part of your role. You are also required to comply with legislation, professional standards and accreditation standards.

As a staff member employed by Eastern Health services you must have and maintain the appropriate skills and knowledge required to fulfil your role and responsibilities within the organisation. In addition, you must ensure that you practice within the specifications of this position description, and where applicable within the agreed scope of practice.

You are responsible for ensuring safe high quality care in your work. This will include complying with best practice standards, identifying and reporting any variance to expected standards and minimising the risk of adverse outcomes and patient harm. In addition, you will ensure that service and care is consistent with the EH approach to patient and family centred care.

#### **CONFIDENTIALITY**

Any information obtained in the course of employment is confidential and should not be used for any purpose other than the performance of the duties for which the person was employed. Staff are bound by the Information Privacy Act 2000 and the Health Records Act 2001.

#### **EQUAL EMPLOYMENT OPPORTUNITY**

You agree to adhere to the Equal Employment Opportunity policies and practices of the Health Service. Discriminatory practices, including sexual harassment, are unlawful. The Health Service will not tolerate discriminatory behaviour and any such conduct may lead to the invoking of the Disciplinary Policy and Procedure, which may result in termination of employment.

#### **PERFORMANCE DEVELOPMENT**

A Performance Review, that includes agreed targets, will occur three (3) months from commencement and then annually on the basis of the duties and responsibilities outlined in this position description. This is an opportunity to review personal and the allocated work unit's service performance, facilitated by the setting of objectives/goals and ongoing evaluation of performance and achievement. Objectives will be developed annually, documented, discussed and agreed with the immediate line manager, who will act as the assessor. The incumbent is expected to demonstrate and show evidence annually of on-going self and allocated work unit's service development.

#### **ATTACHMENTS**

- Attachment 1 Key Selection Criteria

#### **NOTE**

*Statements included in this position description are intended to reflect in general the duties and responsibilities of this position and are not to be interpreted as being all-inclusive.*

*Prior to accepting any offer of employment, prospective employees will be required to read and commit to the Eastern Health Code of Conduct, including (but not limited to) issues of Occupational Health and Safety, Equal Opportunity and Confidentiality.*

Signed: \_\_\_\_\_

Date: \_\_\_\_/\_\_\_\_/\_\_\_\_

Manager

#### **INCUMBENT STATEMENT**

I \_\_\_\_\_ (Incumbent Name) have read, understood and accepted the above Position Description and associated Attachments.

Signed: \_\_\_\_\_

Date: \_\_\_\_/\_\_\_\_/\_\_\_\_

## ATTACHMENT 1

### KEY SELECTION CRITERIA

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#### Essential

- ✓ Graduate qualifications in a relevant discipline, health services management or other relevant qualification(s).
- ✓ Skills and experience in implementing accreditation standards in Health care
- ✓ Experience/ capability in developing, implementing and monitoring clinical governance and quality systems in Health care
- ✓ Knowledge and understanding of evidence based practice
- ✓ Experience in managing policy systems in health care setting
- ✓ Understanding of health care compliance requirement, performance monitoring and audit framework
- ✓ Demonstrated ability to develop creative solutions to complex systemic and organisational problems.
- ✓ Extensive knowledge of patient quality and safety management
- ✓ Advanced skills in data analytics
- ✓ Demonstrated leadership and facilitation skills.
- ✓ Demonstrated understanding of planning and continuous improvement within a constrained budgetary environment.
- ✓ Excellent communication and interpersonal skills both written and verbal
- ✓ Demonstrated ability to understand change and the dynamics of a large, complex health care organisation
- ✓ Ability to prioritise competing demands and meet dead lines
- ✓ Ability to influence change in a collaborative and highly professional environment
- ✓ Well-developed project management skills.
- ✓ Demonstrated competency managing a database and web based software
- ✓ Knowledge and experience in risk management approaches & methodologies.

#### Desirable

- ✓ Post graduate qualifications in quality management.