

Position Description

Quality Co-ordinator

Award Classification:	Grade 4 Victorian Stand-Alone Community Health Services (Health and Allied Services, Managers & Administrative Officers) Multiple Enterprise Agreement 2011 – 2015
Directorate:	Quality and Safety
Reports to:	Quality, Safety & Risk Manager
Direct Reports:	Nil
Employment Status:	Full time
Employment Type:	Ongoing

Our vision is ensuring the health and wellbeing of our community.

Overall Position Purpose

The purpose of this position is to ensure that DPV Health:

- Meets required operational accreditation standards
- Implements and monitors quality improvement & Safety systems to meet operational and strategic objectives on a day to day basis
- Implements and monitors strategic and operational risk management systems
- Meet organisational legislative requirements to meet operational requirements

This position contributes to the day to day success of DPV Health through the management and delivery of Quality & Organisational Safety.

This role has the overall responsible for the delivery of Quality & Accreditation, Risk management, safety and organisational compliance.

Duties and Responsibilities

Service Delivery

- Ensure community and Consumer engagement is a foundation of quality improvement processes
- Support and Co-ordinate the preparations for Quality accreditations
- Support the implementation of the Quality Management systems at DPV Health
- Identify opportunities to support and maintain a quality culture
- Develop opportunities to ensure delivery of quality of services
- Improving the cultural safety and awareness of the organisation
- Ensure that the organisation complies with all legislative required and changes related to Quality & clinical governance in both policy and practice

- Assist in the monitoring and review of DPV Health's quality improvement plan
- Support, assist and promote community and consumer engagement to provide quality improvement opportunities

Reporting, System and Analytics

- Assist in the Implementation as required, of quality data systems
- Ensure incidents and related risks are reviewed in a timely manner
- Prepare data and reports for relevant committees as required – incidents , feedback , risks, quality
- Prepare documentation for all Accreditation processes
- Prepare data and reports for relevant committees as required – incidents, feedback, risks, quality.
- Prepare documentation for all Accreditation processes
- Prepare agendas and minutes as required for relevant committees
- Assist in the preparation of the annual Quality of Care report
- Other reports as required
- Introduce a system to ensure that the organisation complies with all legislative requirements and changes

Financials, Budgets, Target, Funding (if appropriate)

- Identifying opportunities for efficiencies.
- Ensure that all financial transactions are undertaken in line with approved DPV Health policy and delegations.

Culture, Engagement, Diversity – People Experience

Demonstrates behaviours aligned with DPV Health Values and Code of Conduct

- Create and implement a culture of trust, collaboration and ownership
- Initiate, complete and promote the value of regular supervision, annual work plans and undertake annual performance reviews
- Actively participate in and promote all required training, inductions and development. Including ensuring your team 0completes all required training and demonstrates skills learnt.
- Initiate team meetings and attend organisationally required meetings in a positive constructive manner. Offering balanced views and seeking solutions.
- Develop team members by taking a genuine interest in their career goals.
- Manage the team to ensure productivity is maximised include work force planning, employment arrangements and leave
- Actively supports and demonstrates inclusive behaviour with a zero tolerance for any bullying, harassment and inappropriate conduct

Health and Safety

Take reasonable care to ensure no risk of harm to self and others in the workplace. This includes immediately reporting any incidents, near miss, hazards and injuries.

- Comply with relevant Occupational Health and Safety laws, standards, safe work practices, policies and procedures and attend all safety initiatives, improvements & training.

- Act as a role model by demonstrating safe work behaviours and conducting work in accordance with our safety management system.

Risk Management and Compliance – Quality and Accreditation

Ensure documentation supports both quality and department standards

- Provide useful performance data and feedback to the direct reports and relevant committees and engage staff in identifying and taking appropriate action in response
- actively identify, monitor and manage areas of key risk and lead appropriate escalation and response
- Actively monitor and improve the quality and safety of their care and services
- Identify risks as they emerge and proactively address new and known risks.

This position description contains the key tasks and associated performance indicators for this position. The list of key tasks is not intended to be complete. Other tasks will be assigned from time to time to meet the needs of the organisation

DPV Health Requirements

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| • Current Victorian Drivers Licence | • Valid Working With Children Check |
| • Disability Workers Exclusion scheme (DWES) | • Satisfactory Policy Check |
| • Travel between sites is required | |

Key Selection Criteria/Qualifications Required or Desirable

Qualifications

- A Health qualification is required for the role

Required

- Relevant experience in Quality systems and understanding of implementation
- Sound understanding of DPV Health accreditation standard requirements
- Sound IT Skills (Microsoft programs) and databases (VHIMS, TRIM)
- Ability to analyse and report on organisational performance
- Highly developed oral and written communication skills
- Demonstrated ability to relate well to staff and clients
- An ability to manage complex inquiries from clients, staff and other stakeholders, working collaboratively to find solutions
- Relevant experience that demonstrates the Core Competencies, Attributes and Capabilities
- Current drivers licence

Desirable

- Previous experience in a Quality Role within the health care sector
- Experience in working in the public Health Community or government sector

- Experience in policy development and review

Key Selection Criteria/Work experience, Skills and Behaviours

In order to succeed in this position, it is expected that you will have;

- As a health care provider our customers place their trust in us. You, appreciate a culture of risk management and mitigation. You are committed to maintaining high standards and quality of work ethics. You are motivated to do what is legally and morally.

Service Delivery

- Demonstrated experience and commitment to Quality improvement in Health and Community Services
- Demonstrated ability to prepare data, reports, minutes and agenda for relevant committees when required
- Demonstrated experience with document control
- Demonstrated experience with organisational audit data entry
- Demonstrated experience in supporting staff with induction and training
- Demonstrated experience in managing databases, ie VHIMS
- Demonstrated ability to coordinate and prioritise large organisational requirements

Communication and interpersonal approach

- High level of energy, initiative, sound judgement and a sense of urgency
- Excellent communication skills including an ability to work within an inter-professional framework and collegiate manner
- Communicates with a diverse range of audiences in an informative, engaging and persuasive manner
- Excellent written and verbal communication skills.
- Sensitivity to issues related to the provision of services in a community of high cultural diversity
- Communicates with a diverse range of audiences in an informative, engaging and persuasive manner.
- You can be tactful and impactful.
- Communicating to a diverse range of audiences in an informative, engaging and persuasive manner
- Ability to present complex information in an easily understood and accessible format

Client Focussed

- Ability to deliver results and meet and exceed your client expectations.
- Excellent at developing, establishing and sustaining interpersonal relationships.
- Demonstrated responsiveness to client needs and wants (internal and external)

Planning and Organisation

- Ability to write clear, concise and informative reports
- Analyse and present complex information in an easily understood and accessible format

Industry

- Knowledge of community support services
- Ability to work independently and respond to a changing work environment

Quality, process improvement and innovation

- Uses initiative in identifying continuous quality improvement opportunities
- Knowing the most effective and efficient processes to get things done. Speaking up and making suggestions when things can be done better for the client
- Capacity to make decisions, find solutions and escalate when required
- Seek opportunities to improve processes adapting to a flexible and changing environment
- Commitment to maintaining a high standard and quality of work and ethics

Self-motivated

- Solution orientated and creative thinker
- Ability to work independently and meet agreed timelines
- The capacity to learn and to use effectively DPV Health electronic systems (for example VHIMS, TRIM, , iChris, Staff Intranet and Gemba).