**POSITION DESCRIPTION**

<table>
<thead>
<tr>
<th>POSITION TITLE</th>
<th>Quality Systems Manager</th>
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<tbody>
<tr>
<td>REPORTS TO</td>
<td>Director, Quality, Safety and Risk Management</td>
</tr>
<tr>
<td>AWARD/AGREEMENT/ CONTRACT</td>
<td>Hospital Administrators Officers Award</td>
</tr>
<tr>
<td>POSITION TYPE</td>
<td>Dependent on qualifications and experience</td>
</tr>
<tr>
<td>HOURS PER WEEK</td>
<td>Full Time, Permanent (subject to probationary period for external applicants)</td>
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</tbody>
</table>

1. **ORGANISATIONAL CONTEXT**

Austin Health is one of Victoria’s largest health care providers.

Comprising of Austin Hospital, Heidelberg Repatriation Hospital and Royal Talbot Rehabilitation Centre, Austin Health is a major teaching and research centre with numerous university and research institute affiliations.

Catering to diverse multicultural and veteran communities, Austin Health delivers vital state-wide services to Victorians and a vast array of specialty services to the people of Melbourne’s north-eastern corridor in a safety-focused, team-oriented and stimulating work environment.

2. **LOCAL WORK ENVIRONMENT**

The Quality, Safety and Risk Management Unit is located within the Directorate of Strategy, Quality and Service Redesign and facilitates innovative systems to support continuous improvement in the care of patients/consumers and achievement of Austin Health organisational goals. The unit encompasses a range of organisational services and support which includes: Quality Systems Management; Risk Management; Medico Legal Systems and Consumer Participation.

3. **POSITION OBJECTIVE**

The Quality Systems Manager works in collaboration with the Director of Quality, Safety and Risk Management to lead the quality management program at Austin Health. The key functions of this position are to ensure that Austin Health maintains its accreditation status and to lead key strategic quality improvement initiatives across the organisation. The Quality Systems Manager is based at the Austin Hospital campus, but provides services at all campuses of Austin Health.
4. **POSITION REQUIREMENTS**

**Position Specific**

The Quality Systems Manager is responsible for:

- Building a culture that promotes safety, quality and innovation and fosters a commitment to continuous review and improvement in all Departments across Austin Health through Quality Business Planning, Quality Awards and education. Supporting programs in the development of their own local quality plans in alignment with Austin Health's strategic plan.

- Facilitating and driving accreditation processes across Austin Health to ensure that all accreditation requirements are delivered in accordance with the new National Safety and Quality Health Service Standards and other external accreditation requirements. This includes preparing documentation, providing advice and training to staff and coordinating accreditation activities and processes.

- Leading key strategic quality improvement initiatives across the organisation.

- Providing consultancy support to all Departments in undertaking quality improvement projects.

- Providing leadership and support to Austin Health quality co-ordinators and the quality co-ordinators network.

- Coordinating ePICC – Austin Health’s policy, procedure, guidelines, Cerner care sets and patient information system.

- Supporting key clinical governance committees as relevant to accreditation, quality systems and quality improvement, this including the reporting of updates as required to the Board Audit Committee and other Board and Executive level safety, quality and risk committees.

- Producing the Austin Health Annual Quality of Care Report and other quality and safety publications as required.

- Working with Health Information Services to coordinate Austin Health's involvement in the Department of Health's Patient Satisfaction Survey

- Working with the Manager of the Patient Representatives' Office to ensure Austin Health has robust processes to meet the organisations obligations with respect to informing patient’s of their rights and responsibilities (i.e. Patient Charter / Patient Privacy).

- Participating and assisting in other projects as required in the delivery of the quality and safety functions of the Quality, Safety and Risk Management Unit.

**Education and Training**

- Ensuring that appropriate accreditation, quality systems and quality improvement education and training programs for staff are developed and delivered.

**Management/supervisory**
Develop an appropriate workplan for the Quality Systems team in consultation with the Director, Quality, Safety and Risk Management.

Ensure a high level of work quality within the team and coordinate the development, implementation and monitoring of quality improvement activities.

Ensure safe work practices and environment in accordance with Austin Health Policies as varied from time to time.

Mandatory Training
- Ensure all new employees on commencement in the department/unit complete e-learning training on Fire Safety and Bullying & Harassment.
- Ensure that, at any given time, up to 80% of employees in the department/unit have completed e-learning training on Fire Safety and Bullying & Harassment.
- Ensure that employees responsible for acting as Fire Wardens complete Fire Warden training every two (2) years and within one (1) month of commencing as Fire Warden.

Generic

- Abide by Austin Health corporate policies and practices as varied from time to time.
- Participate in Austin Health performance appraisal program as required.
- Undertake not to reveal to any person or entity any confidential information relating to patients and employees, policies, processes and dealings and not to make public statements relating to the affairs of Austin Health without prior authority of the Chief Executive Officer.
- Actively participate in the ongoing identification, assessment, treatment and prevention of risks.
- Participate in the emergency incident response activities, as defined within the Emergency Response Manual, as and when required, at the direction of management.

5. **KEY SELECTION CRITERIA**

**Essential for Performance of the Position**

- Experience in leading a quality improvement program within a large hospital setting including the ACHS Accreditation Program.
- 3-5 years experience in a senior role with a health organisation.
- Demonstrated understanding of quality management principles and practices with an emphasis on continuous quality improvement and organisational change.
- Demonstrated understanding of the National Safety and Quality Health Service Standards
- Highly developed communication and leadership skills with the ability to work collaboratively with members of the Board, executive and senior clinical and non-clinical staff.
- Highly developed project management skills with the ability to -
  - develop, implement and evaluate strategies for achieving the organisation’s goals,
  - lead change in a complex environment, and
  - manage competing priorities and respond to emerging needs.
- Proven capacity to define and reconcile complex and competing priorities, together with the ability to identify and engage key stakeholders in addressing the same.
- Excellent writing and analytical skills including a demonstrated ability to prepare reports using clear, concise language; organise information into a logical sequence and include content appropriate for the purpose and audience.
- Competence in document preparation using MS Word, data collection and recording/presentation using MS Excel and competence in using MS Powerpoint for presentations and posters.
- A relevant tertiary qualification in Management/Business/Administration (or substantial progress towards such qualifications) or other related disciplines.
• A commitment to Austin Health values: Integrity, Accountability, Respect and Excellence.

Desirable but not essential for Performance of the Position

• Knowledge of current trends in health service provision (policies, health care delivery systems, relevant standards and health care funding arrangements) would be advantageous.

6. OTHER RELEVANT INFORMATION

Pre-Existing Injury
Prior to any person being appointed to this position it will be required that they disclose full details of any pre-existing injuries or disease that might be affected by employment in this position.

7. AUSTIN HEALTH VALUES

The Austin Health values play a critical role in shaping how we operate as an organisation. They influence our performance planning, recruitment, training and development, and relationships with colleagues, work mates, our patients and their relatives and friends. The Austin Health values set standard that we expect all staff to live up to in the way they undertake their duties and responsibilities across the Hospital.

Our Values:

• **Integrity**
  We work in the spirit of collaboration and honesty to build effective working relationships across the whole organisation.

• **Accountability**
  We are transparent, responsible and build trust by fulfilling promises and communicating effectively.

• **Respect**
  We care about others and treat each other with consideration, equality and fairness.

• **Excellence**
  We continually strive to advance patient focused care through innovation, research and effective stakeholder management.

8. DOCUMENT REVIEW DETAILS

Date Position First Documented (if known): _____/____/____

Date of this Position Description Review: February 2012

Signature of Manager: ___________________________ Date: ____/____/____

Signature of Employee: __________________________ Date: ____/____/____
Austin Health is a Bully Free and Smoke Free Employer

Austin Health is committed to providing employees with a healthy, smoke free work environment where bullying and harassment does not occur. Consistent with this and Austin Health’s corporate values of integrity, accountability, respect and excellence, Austin Health will not tolerate employees:

- Behaving in a bullying or harassing manner in the workplace; or
- Smoking on Austin Health premises or in Austin Health vehicles.