

Position Title: **GH Quality Partner** (Safe Systems and Performance, Consumer Partnership and Experience, Governance and Improvement Work Groups)

Campus: All Locations

Directorate: Nursing and Midwifery

Department: GH Quality

Reporting to: GH Lead/s of the allocated work group

Direct Reports: Nil

Appointment Terms/Conditions:

Classification and Code: RN Grade CNCA-CAPR3.1 CLIN NURSE CONS A (ZF4) -RN, equivalent Allied Health Professional (Grade 3) or equivalent Administration grade.

Enterprise Agreement: Nurses & Midwives (Victorian Public Health sector) (Single Interest Employer) Enterprise Agreement 2024-2028; Allied Health Professionals (Victorian Public Health Sector) Single Interest Enterprise Agreement

ORGANISATIONAL INFORMATION

Grampians Health was established on 1 November 2021, bringing together Edenhope and District Memorial Hospital, Stawell Regional Health, Wimmera Health Care Group and Grampians Health as one united health service. More information can be found at www.grampianshealth.org.au

Our purpose is to provide high quality and accessible health care services in each of the communities we serve. We currently service the healthcare needs of more than 250,000 Victorians and we employ more than 6,300 people across 21 campuses and sites with an annual operating revenue of over \$700m.

Collaboration	Compassion	Accountability	Respect	Innovation
<i>We are stronger together.</i>	<i>We show that we care.</i>	<i>We do what we say and say what we do.</i>	<i>We appreciate and value all people.</i>	<i>We adapt and innovate to achieve best outcomes.</i>
Recognising and utilising strengths to share knowledge, solve problems, build relationships and deliver the best outcomes possible.	All people deserve to be treated with compassion, kindness and empathy.	Openness, honesty and transparency support us to be courageous, take responsibility for our actions and follow through on our commitments	Our actions and words reflect our commitment to a safe and fair health service for all.	Every day, we apply expertise and integrity to make responsible choices, always striving for continuous improvement.

POSITION PURPOSE

The Quality Partner role supports Grampians Health services to deliver safe, effective, connected, and person-centered care by promoting quality improvement, risk management, and safe systems of work. Working under the guidance of the relevant lead, the role drives consumer engagement in quality initiatives and aligns activities with Grampians Health's strategic priorities, governance frameworks, accreditation requirements, and risk management standards. The position supports the integration of organisation-wide quality systems through coaching, mentoring, and capability building, while acting as an ambassador for positive culture change.

Quality Partners are responsible for planning, leading, and evaluating improvement initiatives, with a visible, responsive, and adaptable approach. They translate complex concepts for diverse audiences and collaborate across all disciplines and service areas. By championing evidence-based quality improvement, innovation, and risk reduction strategies, they strengthen staff capability and place consumers, service users, and staff at the centre of all activities, fostering an organisation-wide culture of continuous improvement and safety.

KEY ACCOUNTABILITIES

- Lead and promote a culture of continuous quality improvement, safety, innovation, and risk management.
- Build staff capability through coaching, mentoring, education, and support.
- Use data and analytics to identify trends, drive improvements, and monitor performance.
- Support services to develop, implement, and evaluate quality improvement plans and KPIs.
- Champion consumer engagement and partnership in service planning, design, and evaluation.
- Promote evidence-based practice, risk reduction, and a 'just culture'.
- Analyse issues, identify risks and opportunities, and make informed recommendations.
- Apply improvement methodologies and consult stakeholders to achieve effective outcomes.
- Deliver quality and safety education, training, and guidance.
- Promote safe practice, data stewardship, and organisational values.
- Build strong relationships across teams, leaders, consumers, and external partners.
- Communicate clearly, professionally, and effectively to diverse audiences.
- Manage competing priorities, meet deadlines, and maintain accountability.
- Commit to ongoing learning, coaching, and professional development.
- Ensure compliance with organisational policies, quality standards, risk management processes, confidentiality requirements, and diversity and inclusion principles.

KEY SELECTION CRITERIA

- Registered health professional with current AHPRA registration, with postgraduate and/or quality improvement qualifications desirable and/or relevant experience in quality.
- Experience in healthcare quality, risk management, patient safety, and accreditation environments.
- Knowledge and practical application of safety review methodologies, including Root Cause Analysis and the London Protocol.
- Demonstrated ability to lead change, coach and mentor staff, and build organisational capability.
- Experience developing and delivering education and training programs within healthcare or human

services.

- Proven ability to engage, influence, and communicate effectively with stakeholders at all organisational levels.
- Strong knowledge of quality improvement, integrated governance, risk management, and human factors principles.
- Understanding of Victorian and Australian healthcare safety, incident management, open disclosure, and regulatory frameworks.
- Sound knowledge of legal, policy, and compliance requirements relating to patient safety and clinical risk.
- Strong analytical, research, data interpretation, and problem-solving skills, with the ability to translate evidence into practice.
- Excellent report writing, editing, proofreading, and presentation skills.
- Demonstrated ability to identify improvement opportunities and implement sustainable solutions.

ORGANISATIONAL REQUIREMENTS

- Grampians Health is committed to a consumer centred approach in the provision of health care and services, consistent with our values, purpose and vision. It is expected that team members demonstrate the core values of consumer centred care in every interaction.
- All team members of Grampians Health are responsible for supporting the safety, participation, wellbeing and empowerment of children.
- Quality care is a strategic and operational priority at Grampians Health, achieved through our Governance Framework.
- Participation in the Grampians Health integrated quality improvement and risk management systems by being aware of responsibilities to identify, minimise and manage risks and identifying opportunities for continuous improvement in your workplace through communication and consultation with managers and colleague.
- You must ensure that the affairs of Grampians Health, its patients, clients and staff remain strictly confidential and are not divulged to any third party except where required for clinical reasons or by law. Such confidentiality shall extend to the commercial and financial interests and activities of Grampians Health.
- In accordance with current legislation and organisational policy, employees must be willing to undertake and maintain a police check, working with children check and where necessary an NDIS Worker screening check. Ongoing employment will be dependent on the provision of satisfactory checks.

OTHER RELEVANT INFORMATION

- At Grampians Health we recognise and respect diversity. Each person has a right to high-quality health care and opportunities regardless of diversity factors which might include aspects such as cultural, ethnic, linguistic, religious background, gender, sexual orientation, age, and socioeconomic status. Inclusiveness improves our service to our community and promotes engagement amongst Grampians Health employees.
- All Grampians Health employees are required to take reasonable care of their own health and safety in the workplace as well as take reasonable care for the health and safety of others who may be affected their acts or omissions. Persons with delegated management functions have an additional duty to provide and maintain a working environment that is safe and free of risks to health, so far as is reasonably practicable in areas where they have management or control. All employees have a duty to report issues they cannot rectify, follow all existing Grampians Health policies and protocols relating to health, safety, wellbeing and injury management and cooperate with any action taken by Grampians Health to comply with the OHS Act or Regulations.

- 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.
- Management may alter this Position Description if and when the need arises. Any such changes will be made in consultation with the affected employee(s).
- An annual performance review will occur with your Manager. Your performance review is intended to be a positive discussion, outlining the key roles and responsibilities outlined in this Position Description. The performance review discussion provides an opportunity to clarify your role, revise key performance activities and identify any objectives or goals for the year ahead.

Appendix 1

Key responsibilities of Quality Partners according to allocated Workgroup

Quality Partner Consumer Partnerships and Experiences

- Connect consumers to GH services through liaison and consultancy
- Embed the consumer perspective in all aspects of quality work
- Participate in effective consumer feedback systems to enable feedback that is responded to promptly and used to improve service
- Establish and maintain positive working relationships with key community stakeholders, including those supporting disadvantaged communities, to identify opportunities for GH to contribute to increased health literacy
- Participate in Open Disclosure and Duty of Candour processes to enable the health service and clinicians to communicate openly with consumers following unexpected healthcare outcomes and harm
- Create opportunities for experienced based co-design activities to exist which focus on the use of Consumer experiences and stories to gain a deep appreciative understanding of strengths and opportunities within our systems
- Maintain and monitor systems and processes for managing consumer feedback
- Ensure that all feedback items are handled according with all relevant care standards and regulatory requirements, where effective and timely reporting, investigation, and follow up of feedback always occurs.
- Provide appropriate and timely reporting and analysis of feedback data to the organisation's governance committees
- Guide the analysis of feedback to inform improvement activities
- Exercise judgement and guide appropriate responses to cases at initial enquiry and resolutions stages
- Develop and monitor a range of resolution techniques to be used in practice
- Initiate and develop partnerships with consumers to define their experiences and evaluate service performance outcomes
- Implement, develop and evaluate activities to ensure that GH meets its mandatory compliance requirements in partnering with Consumers
- Use quality improvement systems to monitor, review and improve processes for partnering with consumers

Quality Partner Safe Systems and Performance

- Implement and monitors a comprehensive and effective risk management framework, consistent with relevant regulatory requirements; participate in the periodic organisational review of the Risk Management Framework; and the annual review of Risk Management plans.
- Lead investigations and reviews, including serious incidents, thematic reviews providing reports within the given timescales and in accordance with policies
- Provide assistance in relation to safety processes to inform improvement including; incident reporting and management, clinical investigation, and legislative compliance
- Provide expert guidance in systems thinking, operational excellence, change management, sustainability, data and analytics, governance and quality
- Experience in clinical and/or enterprise risk management, including the co-ordination of incident and risk management systems, in a health or human services environment

- Implement and monitors a comprehensive and effective risk management framework, consistent with relevant regulatory requirements; participate in the periodic organisational review of the Risk Management Framework; and the annual review of Risk Management plans
- Actively promote, manage and support the use of the GH Risk Register
- Apply and utilise integrated incident management systems and processes, which are consistent with legislation, quality and safety, and governance frameworks
- Contribute to the functionality and the use of the GH Incident management database (currently the Victorian Health Incident Management System 2 - VHIMS2)
- Provide education and support for GH staff to effectively use the GH Incident management database, including Riskman, Risk Register and the Quality Improvement Hub (RiskMan Q)
- Work within and contribute to the comprehensive legislative compliance framework
- Promote the systems and processes to support staff to maintain compliance with relevant regulations and legislation

Quality Partner Governance and Improvement

- Aligns quality improvement work and activities with relevant standards and accreditations frameworks
- Educates and supports staff to meet the requirements of relevant accreditation frameworks
- Aligns quality and improvement activities with relevant standards and accreditation frameworks
- Educates and supports staff to meet the requirements of relevant accreditations standards.
- Develops and administers quality audit tools and surveys using the GH auditing platform that accurately measure outcomes
- Provides written reports and data for relevant committees, including Key Performance Indicator (KPI) monitoring
- Analyses and provides data to inform quality improvement actions
- Supports and facilitates staff use of the Governance documentation system (GrH Prompt)
- Work within and promote the GH Governance Framework and other relevant GH strategic documents.
- Provides Stream support across GH and provides oversight of the RiskMan Q Module of RiskMan