

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

**Campus:** GH wide

**Directorate:** Chief Nursing and Midwifery

**Department:** Grampians Health Quality

**Reporting to:** GH Q Leads of the allocated workgroup

**Direct Reports:** Nil

### Appointment Terms/Conditions:

- Classification and Code:** Dependant on qualifications and experience:  
**Registered Nurse** - Registered Nurse Grade 3 RN28/29 QRED1  
**Health Professional** - Grade 1, year 1 – 4.  
**Psychologist** – Grade 2, Years 1 – 4, (PL1 – PL4).  
**Pharmacist** – Grade 2, Years 1 – 4 (SX6 – 8 SX81)  
**Managers and Administration Worker** - Grade 3-4 (HS4-5)

### Enterprise Agreement:

- Victorian Public Health Sector (Medical Scientists, Pharmacists and Psychologists) Single Interest Enterprise Agreement
- Allied Health Professionals (Victorian Public Health Sector) Single Interest Enter and Allied.
- Nurses and Midwives (Victorian Public Health Sector) (Single Interest Employers) Enterprise Agreement
- Victorian Public Health Sector (Health and Allied Services, Managers and Administrative Workers) 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 Ballarat Health Services as one united health service. More information can be found at [www.grampianshealth.org.au](http://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.

<b>Collaboration</b>	<b>Compassion</b>	<b>Accountability</b>	<b>Respect</b>	<b>Innovation</b>
<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 Affiliate in each work group (Appendix 1) creates connections with the Quality Partners to support the integrated approach to Quality across GH. The Affiliate roles provide assistance in relation to safety and governance processes to inform improvement. The role works with Quality Partners to contribute to the team's ability to engage in systems thinking, operational excellence, change management, sustainability, data and analytics, governance and quality outcomes. The role works collaboratively within the team, to support the integrated approach. The role has a visible presence, is responsive and adaptable, able to recognise complex ideas and systems, communicating to a variety of audiences.

The Quality Affiliate provides assistance in relation to safety processes to inform improvement. The role will contribute to the team's ability to engage in systems thinking, operational excellence, change management, sustainability, data and analytics, governance and quality.

The Quality Affiliate works closely with the Quality Partners and Leads to develop and implement systems and processes for safe, effective connected care.

## **KEY ACCOUNTABILITIES**

### **Quality Improvement Culture**

- Actively promotes and supports the use of the GH Quality and Governance systems and processes
- Contributes to education for GH staff to effectively use the GH Incident management database, including Riskman, Risk Register and the Quality Improvement Hub (RiskManQ)
- Participates in the development of high-quality data sets to advise and inform GH quality and safety performance
- Contributes to the analysis of data sets to inform actions
- Produces high-quality reports based on various data sets using an achievement orientated approach
- Works within, and promotes the GH Governance Framework
- Provide analysis, thematic review and internal benchmarking in collaboration with colleagues and networks
- Work collaboratively with all staff to promote a continuous improvement culture
- Promote an open safety culture that enables reporting, discussion and mitigation of safety issues
- Advocates for safety and risk minimisation
- Ensures appropriate quality and safety continuous improvement in all areas for the people who use our services, so that services are consistent in high quality service delivery and avoid fluctuations in quality
- Collaborates with other team members to use data to inform quality improvement initiatives
- Support and work within the GH governance framework through membership and participation at nominated committees and forum
- Achieve the Key Performance Indicators (KPI) specific to this role
- Support the development, monitoring and reporting of all performance indicators and activities
- Participate in groups and committees within the region and state as directed by line manager
- Attend and actively contribute to the GH Q team meetings
- Ensure the work of the team is completed in a timely manner
- Build strong relationships across the organisation
- Promote a "just culture"

### **Critical Thinking**

- Displays an ability to think critically and make appropriate decisions in a timely manner
- Has an enquiring mind
- Investigates with curiosity and inquisitiveness
- Uses improvement science methodologies to seek clarification, understanding and build a foundation of shared understanding

## **Workforce Development**

- Support GH to ensure appropriate data stewardship
- Model GH values and above the line behaviours at all time
- Engage with the principles of safe performance

## **Interpersonal Communication**

- Communicates information and expectations in a way that builds effective and collaborative working relationships with a multidisciplinary team
- Communicates clearly and concisely, identifying achievable outcomes
- Ensures information is available to all staff by utilising different modes of communication
- Maintains a professional demeanour
- Maintains confidentiality

## **Self-Management**

- Demonstrates a positive attitude to the agreed role and responsibilities of the position
- Able to manage allocated work activities to completion and to specified timeframes
- Demonstrates ability to manage time, multiple and competing priorities
- Ability to reflect and identify self-development opportunities
- Demonstrated commitment to continuing professional development

## **Professional Development**

- Participate in own professional development coaching conversation with the Lead on an annual basis
- Participate in monthly accountability meetings with the Lead and or the Assistant Director
- Explore new developments within Quality through journal review and participation in internal and external educational opportunities
- Demonstrated commitment to continuing professional development

## **General Accountabilities**

- Compliance with all GH Policies and Procedures
- Adherence to infection control policies and procedures as identified in the GH Infection Control Manuals
- Participation in the GH integrated risk management and quality improvement 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 colleagues
- 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
- At GH 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 GH employees
- GH is committed to a patient/client centred approach in the provision of health care and services, consistent with the GH values, mission and vision. It is expected that you demonstrate the core values of patient centred care in every interaction with patients, carers and colleagues.

## **KEY SELECTION CRITERIA**

### **Qualifications**

- Qualification in a health or human services area is preferred.
- AHPRA registration or relevant professional membership essential for those relevant staff.
- Relevant post-graduate qualifications level is preferred
- Experience in developing and delivering education and training in a health or human services context.
- Experience and demonstrated capacity to work closely and communicate effectively with all members of the organisation including senior staff, the executive and board.

### **Technical/Professional Knowledge and Skills**

- A demonstrated understanding of and commitment to, consumer safety and person-centred care.
- A contemporary knowledge of risk management with particular emphasis on systems improvement and human factors, and the ability to apply this knowledge as a practitioner.
- Knowledge and experience of the Victorian Risk Management Framework, Safer Care Victoria Sentinel Events Program, the Victorian Incident Management System, The Australian Open Disclosure Framework and other relevant regulatory frameworks.
- Contemporary knowledge of Risk Management, Clinical Redesign, and Quality Improvement, and the ability to apply this knowledge as a practitioner.
- Knowledge of legal requirements and relevant policies and procedures relating to patient safety and clinical risk.
- Advanced Microsoft Office skills (Word, Excel, PowerPoint, Visio, Project and Outlook).
- Well-developed research and analytical skills with the capacity to translate research into practice.
- Excellent writing, editing and proofreading skills with the ability to produce high quality written reports and correspondence.
- **Continuous Improvement:** Originating action to improve existing conditions and processes; identifying improvement opportunities, generating ideas, and implementing solutions.
- **Planning & Organising:** Establishing courses of action for self and others to ensure that work is completed efficiently.

### **Personal Attributes**

- **Adaptability:** Maintaining effectiveness when experiencing major changes in work responsibilities or environment; adjusting effectively to work within new work structures, processes, requirements, or cultures
- **Organised Disposition:** Demonstrating the traits, inclinations, and dispositions that characterize successful Quality Associates such as curiosity and enquiry; exhibiting behaviour styles that meet the demands of the role
- **Work Standards:** Setting high standards of performance for self and others; assuming responsibility and accountability for successfully completing assignments or tasks; self-imposing standards of excellence rather than having standards imposed
- **Stress Tolerance:** Maintaining stable performance under pressure or opposition (such as time pressure or job ambiguity); handling stress in a manner that is acceptable to others and to the organization.

### **Interpersonal Skills**

- **Communication:** Clearly conveying information and ideas through a variety of media to individuals or groups in a manner that engages the audience and helps them understand and retain the message
- **Building Strategic Working Relationships:** Developing and using collaborative relationships to facilitate the accomplishment of work goals
- **Negotiation:** Effectively exploring alternatives and positions to reach outcomes that gain the support and acceptance of all parties
- **Developing Others:** Planning and supporting the development of individuals' skills and abilities so that they can fulfil current or future job/role responsibilities more effectively

## **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.
- All team members must adhere to infection control policies and procedures, together with any State and/or Commonwealth Government Covid19 rules, protocols and orders.
- 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.

### **Quality Affiliate Safe Systems and Performance**

- Contributes to 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
- Engages with risk management processes relating to clinical and enterprise risk
- Utilise integrated incident management systems and processes, which are consistent with legislation, quality and safety, and governance frameworks
- Contributes to the functionality and the use of the GH Incident management database (currently the Victorian Health Incident Management System 2 - VHIMS2)
- Works collaboratively to establish criteria and/or work procedures to ensure monthly posting and closing of incidents is timely
- Contributes to education for GH staff to effectively use the GH Incident management database, including Riskman, Risk Register and the Quality Improvement Hub (RiskManQ)
- Contribute to contemporary, evidence-based GH Risk management policies and procedures
- Contribute to business continuity plans for all aspects of risk management
- Contribute to the comprehensive legislative compliance framework
- Promote the systems and processes to support staff to maintain compliance with relevant regulations and legislation
- Ensures monthly posting and closing of incidents is timely

### **Quality Affiliate Governance and Improvement**

- Contribute to Audit and Policy development and implementation; this includes sampling of work with services to ensure application and embedding of learning, implementation of standards and that improvement is sustained.
- Work with other team members to use data to inform quality improvement initiatives
- Aligns quality improvement work and activities with relevant standards and accreditations frameworks
- Supports staff to meet the requirements of relevant accreditation frameworks
- Aligns quality and improvement activities with relevant standards and accreditation frameworks
- Supports staff to meet the requirements of relevant external accreditations
- Administers quality audit tools and surveys using the GH auditing platform
- Provides written reports and data for relevant committees, including Key Performance Indicator (KPI) monitoring
- Provides data to inform quality improvement actions
- Supports and facilitates staff use of the Governance documentation system
- Work within, and promote the BHS Governance Framework

### **Quality Affiliate Consumer Partnership and Experiences**

- Recruit, retrain, support consumers in quality work such as forums, Consumer reference groups, consumer partnership program, Committee meetings
- Report work outcomes using the approved templates, processes and systems
- Assist with auditing the consumer experience
- Maintain the consumer participation registers so timely and accurate information can be accessed
- Participate in, and support consumer participation in GH service work
- Provide orientation and education to consumers as part of the allocated program

- Actively support the cREAD process including the promotion of the use of appropriate templates, language and branding
- Ensure equity, inclusion and diversity are represented in our work
- Develop consumer resources using the best practice in health literacy