

BENDIGO COMMUNITY HEALTH SERVICES

POSITION TITLE: SENIOR LEADER RISK AND QUALITY

Award:	Health & Allied Services, Managers & Administrative Workers (Victorian Stand-Alone Community Health Services (Multi Employer) Enterprise Agreement 2022 – 2026)
Classification:	Management & Administrative Officer Grade 6 (HS6)
Site:	This position is primarily based at our Hopetoun Street site, however may be required to work from any BCHS' site.
Hours per fortnight:	76 hours per fortnight (1.0 FTE)
Tenure:	Ongoing
Position description developed:	June 2024
Responsible to:	Executive Leader Organisational Support

We want (Vision)

Better health and wellbeing across generations.

We exist (Mission)

To work hand in hand with our community to achieve healthier lives.

We strive for (Values)

- Integrity**
 We are authentic and accountable, and we honour our obligations.
- Respect**
 We build respectful relationships through trust, empathy and collaboration.
- Inclusive**
 We recognise and promote accessible, safe and holistic supports and services as a basic human right.
- Innovation**
 Through continuous learning, we ensure an agile, responsive and sustainable service.
- Togetherness**
 We create a sense of connectedness, pride and support through enjoying our work and being passionate about making a difference.

Our pillars	Consumer and Community	Influence	Visible	Sustainable
The change we want to see	People in our community, especially those most in need, have improved health and wellbeing	We use evidence, data and the voice of our community to shape our supports and services	Our service is identified as a quality provider and our people are recognised as leaders	Our sustainability is based on a healthy culture, improved systems, outcomes and growth

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Position Role

Reporting to the Executive Leader Organisational Support, the Senior Leader Risk and Quality leads a team to ensure Bendigo Community Health Services' (BCHS) risk, quality and compliance frameworks and systems are contemporary, integrated, responsive, and embedded across the organisation and meet legislative requirements.

The BCHS Risk and Quality Team are responsible for overseeing and coordinating a range of functions, including:

- Risk management.
- Incident and hazard management.
- Compliance management (including legislative compliance).
- Emergency management.
- Health, safety, and wellbeing.
- Privacy and requests for client information.
- Relevant policy and procedures.
- Quality management.
- Feedback (client) management.
- Accreditation.
- Internal coordination of action to address issues raised in the BCHS' Strategic Internal Audit Program, in liaison with AFS and Associates.

The Senior Leader Risk and Quality will support the Chief Executive Officer and coordinate secretarial support in the establishment and ongoing support of the Clinical Governance and Quality Committee. The position will also convene and coordinate secretarial support for the Occupational Health and Safety Committee. The work of these Committees will inform and drive risk management, clinical governance and quality improvement outcomes across BCHS supported by the Risk and Quality team.

The Senior Leader Risk and Quality will require exceptional communication skills and work effectively with a range of stakeholders, including other managers and staff. The position will draw on well-developed problem-solving skills and experience delivering change strategies to encourage and motivate others to adopt a positive and collaborative culture in relation to risk, quality, and compliance.

The Senior Leader Risk and Quality will support BCHS' Executive Leader Organisational Support in overseeing and coordinating quality, risk and compliance frameworks and systems across the organisation. The Senior Leader Risk and Quality will also provide specialist advice, information and support to managers and staff on areas such as risk and management, quality management and improvement, and workplace health, safety, and wellbeing.

Supported by the Executive Leader Organisational Support, the Senior Leader Risk and Quality will lead a risk and quality improvement workplan to prepare for and meet accreditation requirements.

POSITION RESPONSIBILITIES

The organisational responsibilities of the position are:

- Provide leadership that supports BCHS' vision, values, workplace culture to deliver the strategic plan.
- Model and promote BCHS' values in the workplace.

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- Adhere to the BCHS' Code of Conduct, ensuring professional conduct is maintained at all times.
- Comply with all legislative requirements relevant to the position.
- Comply with policies, procedures, systems, and processes of BCHS and the relevant quality standards.
- Intellectual property remains the sole property of BCHS, unless otherwise confirmed in writing.
- Follow and promote safe work practices and procedures in accordance with BCHS' policy.
- Ensure equal opportunity principles are followed.
- There is zero tolerance of violence and bullying and harassment.;

KEY TASKS AND RESPONSIBILITIES

- With the support and oversight of the Executive Leader Organisational Support, lead and support the Risk and Quality team in the organisation wide processes of planning, implementation, and review of quality improvement, risk management and workplace safety activities.
- Proactively promote an organisational culture of quality and safety, including an evidence-based quality improvement framework.
- Encourage improvement and innovation.
- Develop, modify and lead the development and implementation of organisation-wide policies to meet the varying requirements of program areas.
- Support the Executive Leader Organisational Support in providing regular reports on risk, quality and compliance activities and related performance to the CEO, Executive team, Senior Leadership team and Board, as required.

Clinical Governance and Quality:

- Provide strategic leadership, advice, and coordination in relation to continuous improvement across the organisation.
- Lead client safety and clinical practice improvements across the organisation.
- Manage and lead the development and evaluation of quality indicators.
- Support the CEO and coordinate secretarial support in the establishment and ongoing support of the Clinical Governance and Quality Committee.
- Lead the development and delivery of the Clinical Governance and Quality Framework.
- Ensure effective coordination and oversight of client feedback management systems.
- Supported by the Executive Leader Organisational Support lead and manage BCHS' accreditation requirements, including planning, preparation, integration, and implementation.
- Provide expertise in training, supervision and support to staff in the development of knowledge and skills in quality improvement activities.
- Establish and foster relationships with staff to ensure quality is embedded within clinical practice and all organisational programs and activities.
- Lead and support the timely management of consumer feedback and ensure BCHS' teams have mechanisms in place to obtain consumer feedback.
- With the support of the Executive Leader Organisational Support explore and further develop data needs for quality improvement and analysis of data against benchmarks.
- Ensures a process of continuous improvement is undertaken measured against the accreditation standards and any other applicable standards.

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Risk and Safety:

- Lead the implementation of the risk management culture across BCHS driving the development, enhancement and implementation of appropriate risk management policies, procedures, and systems.
- Promote and lead a culture of safety and an environment conducive to reporting incidents and near misses.
- Promote understanding of risk management, including delivery of risk management training, as appropriate.
- Ensure effective coordination and oversight of incident and hazard management systems.
- Coordinate and provide advice on the review of critical and adverse incidents and/or root cause analysis and ensure progress on the implementation of recommendations arising from such reviews.
- The position will also convene and coordinate secretarial support for the BCHS' Occupational Health and Safety Committee.
- Convene and coordinate secretarial support to the BCHS' Health and Safety Committee, providing managerial oversight to the operations and activities in accordance with relevant legislation, standards, policies and procedures.

Compliance:

- Coordination of the BCHS' compliance management systems including legislative compliance.
- Oversee the monitoring of legislative compliance review schedule and report to Executive.

KEY SELECTION CRITERIA

Essential:

1. A tertiary qualification in clinical, business management, or risk, compliance or quality management or related discipline.
2. Ability to demonstrate and display the values of BCHS with a strong commitment to the values of equity and human rights.
3. Demonstrated experience in planning, developing, implementing and/or maintaining risk, compliance and/or quality management systems in a healthcare and/or community setting.
4. Demonstrated experience implementing organisational-wide change management strategies to support risk, quality and/or compliance management processes and initiatives.
5. Demonstrated understanding of legislation, regulations and standards relating to a health and/or community service environment.
6. Excellent communication skills demonstrating a capacity to engage and build relationships with a diverse range of stakeholders.
7. High level skills in problem solving, systems thinking, and risk and strategic thinking.
8. Excellent skills in managing time, setting priorities, planning and organising work demands to achieve objectives.
9. High level skills in the use of Microsoft Office.

Desirable:

1. Demonstrated experience in using electronic risk, quality and/or compliance management systems.
2. A current Driver's Licence.

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EMPLOYMENT CONDITIONS

Probationary Period:

Employment with BCHS is conditional on satisfactorily completing a probationary period of six (6) months from date of commencement. During this period your performance will be reviewed with your manager and, assuming this is mutually satisfactory, your employment will be confirmed at the end of this period.

Staff Review & Development (SRD) and Organisational Supervision:

Each BCHS staff member is required to participate in regular organisational supervision and the annual SRD process. The SRD will be based on the position role and responsibilities and key selection criteria in addition to the relevant branch and team plans and the following performance indicators.

Position Performance:

Demonstrate achievement of negotiated performance indicators specific to your position as provided in this position description including:

- Demonstrated commitment and action to support BCHS in improving its risk, quality and compliance frameworks and systems.
- Reports on risk, quality and compliance related activities and related performance provided in a timely manner, as required.
- Support provided to the Executive Leader Organisational Support for relevant risk, quality and compliance management functions.
- Team leadership and management to support the team members, workplan development and outcomes.
- A high level of engagement, collaboration and communication observed with other managers and staff across the organisation.

Self-Management:

Demonstrated experience and understanding of the need for ongoing personal and professional development that contribute to self-satisfaction and professional growth.

- Continually develop personally and professionally to meet the changing needs of your position, career and industry.
- Demonstrate behaviours that lead you to achieving your goals.
- Demonstrate understanding and behaviour to reflect that BCHS' aims to treat all people with respect, values diverse perspectives and participates in diversity training opportunities.

Communication and Teamwork:

High level communication and interpersonal engagement that contributes to productive and collegial relationships between staff and with clients.

- Display your capacity for self-awareness through reflection, planning and communication.
- Show evidence of your ability to work co-operatively within a team to achieve team goals.
- Establish and develop as key functions of relationship management, regular and professional communication with all your relevant colleagues.
- Demonstrate alignment and integration of practice according to BCHS' vision, values, and strategic directions.

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Administration and Documentation:

Using BCHS processes ensure that all administration and documentation requirements are initiated and completed in a professional and timely manner.

- Show evidence that the administrative tasks of your position are completed in an orderly, timely and accessible manner.
- Demonstrate that your documentation is completed in an accurate, legally and ethically compliant standard, and is produced to an appropriate professional standard.

Learning:

Demonstrated knowledge and application of the capabilities required for this position including knowledge and understanding of appropriate equipment, legislation, policies, and procedures.

- Show evidence of knowledge and understanding of BCHS' strategic directions and the ability to link key strategic directions to individual and team work plans and individual self-development.
- Demonstrate initiative and enterprise skills that contribute to innovative outcomes.
- Display an appropriate level of awareness of the implications for BCHS of decisions and situations that involve you and others.

Diversity and Culture:

BCHS treats all people with respect; values diverse perspectives; participates in diversity training opportunities; and provides a supportive work environment. BCHS is committed to employing people from diverse backgrounds and providing a workplace free from discrimination and harassment.

Child Safety:

BCHS values children from all backgrounds and is committed to making our community a safe, nurturing, and welcoming place for children to grow and develop. We are committed to making sure all children reach their individual potential.

Other Essential Requirements:

Staff will

- Complete all required probity checks before employment is confirmed.
- Provide vaccination information that meets the requirements for healthcare workers.
- Present a copy of your original professional qualifications document or registration (if required).
- Receive and comply with the BCHS' policies and procedures including the Code of Conduct.
- Actively contribute to continuous quality and service delivery improvement.
- Be proactive in risk identification, notification and management.

BCHS promotes “Quality is everyone’s business, safety is my responsibility”

Co-operate with and contribute to BCHS' Occupational Health and Safety procedures and participate in appropriate safety information and education activities as required.

Other Information

- Salary packaging would be available to the successful applicant.
- BCHS' Employee Assistance Program is available to employees and immediate family.
- BCHS is an equal opportunity employer.
- All BCHS' sites are smoke and vape free workplaces.
- BCHS has a commitment to environmental sustainability.