

<b>POSITION</b>	Quality Coordinator – Accreditation Project Role
<b>REPORTS TO</b>	Chief Executive Officer
<b>AWARD</b>	Victorian Public Health Sector (Health And Allied Services, Managers And Administrative Workers) Single Interest Enterprise Agreement 2016-2020
<b>CLASSIFICATION</b>	Manager and Administrative Worker Grade 3 (HS3)
<b>EMPLOYMENT STATUS</b>	As per contract
<b>HOURS PER FORTNIGHT</b>	As per contract
<b>REVIEWED</b>	October 2018

### **INGLEWOOD & DISTRICTS HEALTH SERVICE**

Inglewood & Districts Health Service (IDHS) is a holistic health service nestled in the peaceful rural hamlet of Inglewood in country Victoria. With a population of 800 people, the town features a charming historic streetscape with many notable gold rush buildings, a modern pharmacy, banks, post office, supermarket, excellent wineries, and bowls and golf clubs. Inglewood is a 45km drive away from the bustling, Central Victorian town of Bendigo which is also easily accessible by public transport. This makes Inglewood a very attractive option for those wanting a rural lifestyle while having access to all the facilities and services of a large regional centre.

IDHS is situated in the Shire of Loddon and provides services to more than 5,500 residents in the communities of Bridgewater, Inglewood, Korong Vale, Newbridge, Serpentine, Tarnagulla, Wedderburn and surrounding townships.

All IDHS facilities are conveniently located on one site – Urgent Care Centre, hospital and residential aged care (hostel and nursing home). IDHS also offers a diverse range of services including diabetes education, community and district nursing, counselling and cardiac rehabilitation, planned activity groups, volunteer and strength training programs.

IDHS has strategic alliances with a range of hospitals, health services, health alliances and government bodies.

### **OUR VISION**

Excellence in Health Care now and the future

### **OUR MISSION**

Providing Quality Health Services, supporting and enhancing community wellbeing

### **OUR VALUES**

- Care
- Respect
- Choice
- Equality

## **OUR COMMITMENTS**

- We encourage and assist our clients to achieve life-long health and wellbeing.
- We respect each individual's rights, needs and choices including the right to refuse treatment.
- We provide equality of access to services.
- We support the broad definition of health which includes meeting social, emotional, physical, cultural and spiritual needs through a multi-disciplinary approach.
- We seek to achieve quality health outcomes.
- We provide a safe and supportive environment for staff and others.
- We encourage the personal and professional development of staff.
- We encourage participation by all members of the community in planning, implementing and evaluating service delivery.
- We facilitate partnerships with other service providers.
- We support and encourage a culture of Continuous Improvement across the organisation.

## **THE POSITION**

IDHS is due to undergo two external re-accreditation audits in the first half of 2019:

- National Safety and Quality Health Service Standards (NSQHSS) re-assessment between 5<sup>th</sup>-7<sup>th</sup> March
- Residential Aged Care re-accreditation between end March and end June (this will be an un-announced visit)

The role of the Quality Coordinator is to provide advice and support to managers, staff and clinicians on all facets of accreditation and quality improvement activities to ensure a successful Residential Aged Care re-assessment and NSQHSS re-accreditation outcome for IDHS.

<b><u>KEY RESPONSIBILITIES AND DUTIES</u></b>	<ul style="list-style-type: none"><li>• Develop and coordinate accreditation systems and processes</li><li>• Track and report on accreditation progress, compliance, activity status, milestones and risks</li><li>• Ensure the timely submission of accreditation documentation to the relevant agencies</li><li>• Develop a communication strategy to keep all stakeholders informed of accreditation activities using a range of different media (eg. progress reports, meetings, newsletters, communication boards)</li><li>• Administer, attend and participate in accreditation and quality committee meetings as required</li><li>• Provide resources, training and support for managers, staff and clinicians regarding accreditation requirements and continuous quality improvement activities</li><li>• Promote staff participation / attendance in operational / quality committees, and working groups</li><li>• Maintain an audit program that ensures key patient safety processes are monitored – this includes the development of audits and an audit schedule and reviewing and reporting on results</li><li>• Monitor, measure, analyse and report on trends in quality improvements; prepare and maintain accurate records and statistics</li><li>• Review existing quality systems and identify 'systemic' improvements; make recommendations for, and assist with, implementation of</li></ul>
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	<p>improvements</p> <ul style="list-style-type: none"> <li>• Review, develop and maintain clinical and non-clinical policies, procedures and guidelines to ensure they reflect current legislation, regulations, accepted standards and professional guidelines</li> <li>• Review, develop and report on consumer experience surveys</li> <li>• Maintain a record of all quality improvement activities and consumer feedback</li> </ul>
<p><b><u>KEY SELECTION CRITERIA</u></b></p>	<ol style="list-style-type: none"> <li>1. Relevant tertiary qualifications or relevant equivalent work experience, or a combination of study and work experience</li> <li>2. Sound knowledge of relevant accreditation frameworks and expected outcomes, including but not limited to: <ul style="list-style-type: none"> <li>• National Safety and Quality Health Service Standards (NSQHSS)</li> <li>• Australian Aged Care Accreditation Standards</li> <li>• Department of Health and Human Services Standards, Victoria</li> </ul> </li> <li>3. Knowledge and experience in the planning, implementation and evaluation of quality activities and processes</li> <li>4. Demonstrated skills in managing a number of projects concurrently, with varying timeframes and workloads</li> <li>5. A strong understanding of patient centred care and a commitment to patient safety</li> <li>6. Highly developed verbal and written communication, interpersonal and influencing skills</li> <li>7. Ability to analyse and interpret data from a variety of sources and develop clear reports and plans</li> <li>8. Demonstrated ability to establish and maintain effective interpersonal relationships with a wide range of people and groups</li> <li>9. Proficient with Microsoft Office (Word/Excel/PowerPoint) and the ability to learn new software programs</li> </ol>
<p><b><u>GENERIC RESPONSIBILITIES AND REQUIREMENTS</u></b></p>	<p><b>Workplace Health &amp; Safety</b></p> <p>IDHS is committed to the provision and maintenance of a healthy and safe workplace with the notion of "safety always" underpinning all its activities. Staff are encouraged to actively promote the behaviours, values and attitudes that are supportive of a culture of safety, with each staff member being required to take reasonable care for their own health, safety and wellbeing and the health, safety and wellbeing of others who may be affected by their actions. All staff are required to adhere to organisational workplace health and safety policies and procedures and participate in safety related education and evaluation activities.</p> <p>IDHS recognises the integral role of each individual in the promotion, development and maintenance of its culture of safety.</p> <p><b>Compliance with Policies and Procedures</b></p> <p>All IDHS's policies and procedures are set out in its clinical and managerial policy manuals located on PROMPT and in hard copy. All staff must ensure they comply with policies, procedures and standard ways of work practices when carrying out their work. Any breach in</p>

compliance may result in disciplinary action.

### **Person Centred Care**

Person Centred Care (PCC) is a philosophical approach to how we provide care to patients, clients, residents and interact with other customers, including staff of IDHS. PCC is based on the principles of respect, value of the individual and the need to deliver service in an environment that supports peoples' physical, emotional, social and psychological needs. PCC is underpinned by a culture of collaboration and partnership and all staff of IDHS are required to adhere to these principles.

### **Risk Management**

IDHS supports an organisational philosophy that ensures risk management is an integral part of corporate objectives, plans and management systems. Staff are accountable for risk management through organisational, team and individual performance objectives that are within their span of control.

### **Performance Appraisal**

A performance development and review process will be carried out six (6) months after commencement of employment and thereafter on a regular informal basis and on a formal basis annually. This is to ensure staff satisfactorily progress towards their Key Performance Indicators (KPIs). The Performance Appraisal will be based on successful outcomes of the KPIs, this Position Description and the policies and procedures of the IDHS. The performance appraisal must be discussed with and signed by the staff member.

### **Quality Improvement**

Each staff member has a responsibility to participate and commit to ongoing quality improvement activities using the 10 National Standards model, Aged Care Accreditation and/or HACC Community Care Common Standards as relevant to their areas of practice.

### **Employment Principles**

IDHS is committed to the employment principles that reinforce the public sector values. These principles ensure:

- Employment decisions are based on merit
- Employees are treated fairly and reasonably
- Equal employment opportunity is provided
- Human Rights are upheld in accordance with the Charter of Human Rights & Responsibilities Act 2006
- Employees have a reasonable avenue of redress against unfair or unreasonable treatment

### **Code of Conduct**

The Victorian Government's Code of Conduct is binding on all IDHS staff.

	<p>Contravention of a provision in the code may constitute misconduct and/or regarded as a breach of the staff member's employment agreement and will be dealt with under IDHS's Disciplinary Policy/Procedure.</p> <p><b>Infection Control</b> Each staff member has a responsibility to minimise exposure to incidents of infection/cross infection of patients, clients, residents, staff, visitors and the general public. This can be achieved by all staff adhering to the policies and procedures as set out in the Infection Control Manuals.</p> <p><b>Confidentiality</b> Each staff member must comply with the rules of confidentiality relating to hospital patients, nursing home or hostel residents, or clients of any community health service. A breach of confidentiality will result in disciplinary action and/or dismissal from the health service.</p> <p><b>Privacy Principles</b> Each staff member must understand and comply with the Privacy Principles of the Health Records Act and Information Privacy Act.</p>
<p><b><u>ADDITIONAL INFORMATION</u></b></p>	<ul style="list-style-type: none"> <li>• All IDHS staff are required to carry out lawful directions as outlined above or delegated to them. The work to be performed is set out in this position description and, where relevant, any professional standards and codes of conduct and ethics issued by the relevant professional association.</li> <li>• This position description is intended to describe the general nature and level of work that is to be performed by the person appointed to the role. It is not intended to be an exhaustive list of all responsibilities, duties and skills required. Any elements of this document may be changed at IDHS's discretion and activities may be added, removed or amended at any time.</li> <li>• To ensure a healthy and safe work environment for employees and our clients, smoking is not permitted on hospital grounds, in buildings and offices or in any vehicle.</li> <li>• The successful applicant will be required to provide a current Police Records Check prior to commencement. A Working With Children Check may also be required for particular positions.</li> </ul>

**ACCEPTANCE OF THE POSITION**

I understand, agree to and accept the role as outlined in accordance with this position description.

Staff Member's Name (please print) \_\_\_\_\_

Staff Member's Signature \_\_\_\_\_ Date \_\_\_\_\_

Manager's Name (please print) \_\_\_\_\_

Manager's Signature \_\_\_\_\_ Date \_\_\_\_\_

CEO Name (please print) \_\_\_\_\_

CEO Signature \_\_\_\_\_ Date \_\_\_\_\_