



**The Royal
Melbourne
Hospital**

Advancing health for everyone, everyday.

Could this be you?

**Join The Royal
Melbourne
Hospital Team**



Position Description

**Quality and Improvement Manager -
Mental Health Services**

Our reputation for caring for all Melburnians is as essential to who we are as any scientific breakthrough we make. We're here when it matters most, and we'll continue to be the first to speak out for our diverse community's wellbeing.

Advancing health for everyone, every day.

2/11

Reporting to the Director of Quality and Improvement, this role is focused on clinical service partnership and plays a vital role in leading a whole of system approach to quality and improvement for RMH in service of Safe, Timely, Equitable and Person Centred (STEP) care.

Influencing [Empathic | Facilitative | Comfortable with conflict]

Resilience [Optimistic | Calculated Risk Taking | Tolerating Uncertainty]

Resourceful [Critical Thinking | Creative | Problem Finding & Solving]

Systems Thinking [Connection making | Synthesising | Accepting Change]

Collaborative [Team Player | Open Minded | Adaptive]

In collaboration with the Director of Quality and Improvement, the Manager Quality and Improvement will lead a team of quality improvement specialists to advise, coach and support clinical services in the delivery of whole system quality. The Manager Quality and Improvement will have accountabilities across six QI areas:

- Take reasonable care for your safety and wellbeing and that of others.
- Work in your scope of practice and seek help where required.
- Work in partnership with consumers, patients and where applicable carers and families.
- Work collaboratively with colleagues across all RMH teams.
- Continue to learn through mandatory training and other learning activities.
- Seek feedback on your work including participation in annual performance discussion.
- Speak up for safety, our values and wellbeing.
- Prioritise wellbeing and ensure safe work practices are developed and adhered to in their area.
- Respect that the RMH is a smoke-free environment.
- Ensure direct reports receive regular feedback and participate in annual discussions.
- Contribute to organisation-wide and service/division initiatives and planning activities.
- Ensure training needs of direct reports are identified and undertaken.
- Ensure risk management activities are completed, effective controls are in place and incidents are recorded, investigated and corrective actions implemented as far as is reasonably practical.
- Create a psychologically safe work environment where everyone feels safe to speak up. Monitor and achieve relevant KPIs and targets and operate within their allocated budget.

5/11

- Demonstrate RMH values (People First, Leading with Kindness, Excellence Together) and be a role model for living the values.
- Take reasonable care for your safety and wellbeing and that of others.
- Work in your scope of practice and seek help where required.
- Work in partnership with consumers, patients, carers and families.
- Work collaboratively with colleagues across all RMH teams.
- Continue to learn through mandatory training and other learning activities.
- Seek feedback on your work including participation in Performance Wellbeing and Development Discussions.
- Speak up for safety, our values and wellbeing.
- Prioritise wellbeing and ensure safe work practices are developed and adhered to in your area.
- Respect that the RMH is a smoke-free environment.
- Maintain affiliation to professional discipline, e.g., Allied Health, Nursing, or Pharmacy

- Inspire and motivate the Quality & Improvement team, provide direction, and manage performance matters.
- Manage and maintain appropriate work patterns and procedures for quality and improvement functions.
- Recruit and manage a high performing, unified team with the skills, commitment, and motivation necessary to achieve the strategic objectives.
- Coach to improve capability of staff in quality and improvement.
- Contribute to organisation-wide and service/division initiatives and planning activities.
- Monitor relevant KPIs and targets
- Operate within your allocated budget

Clinical Governance

- Ensure readiness for short notice NSQHS Standards accreditation, including strategy and communication
- Oversee Standards Committees, ensure that annual gap analyses are completed in partnership with clinical service areas and that clear, consistent workplans are developed, endorsed, and reported through RMH Quality Committee
- Ensure that applicable existing and new Clinical Care Standards are implemented at RMH and clinical indicators monitored based on risk
- Provide governance for the administration of Prompt and RiskMan systems, liaising with relevant stakeholders to ensure a seamless service and flow of information
- Advise on the auditing & evaluation components of the Quality Framework and support implementation
- Work with departments and clinical services to ensure that activity related to accreditation (NATA, ACQSS, NDIS, Child Safe Standards, etc) is reported to RMH Quality Committee and any recommendations are acted upon
- Ensure systems and processes are in place to maintain legislative compliance requirements

- In collaboration with clinical service leadership team ensure Health Service compliance with the clinical incident requirements as set out by the Victorian Department of Health (DH), Safer Care Victoria and WorkSafe Victoria.
- Additional to these reporting requirements, this role needs to be aware, plus provide support and oversight, in the statutory reporting requirements of the Mental Health & Wellbeing Act 2022 plus implementation of quality & safety guidance from the Office of the Chief Psychiatrist of Victoria (OCP).
- Ensure medico legal requirements in relation to adverse patient safety event management are in place, including documentation requirements for incident investigations.
- Ensure effective processes are in place for the reporting, analysing and monitoring of patient safety and clinical risk data to identify patient safety signals, trends and themes to drive quality planning and improvement activities.
- Ensure effective processes are in place at every step of the adverse event management process including the immediate response, open disclosure, gathering information, analysis, recommendation development and sharing what was learned.
- Adverse patient safety events inform clinical service quality planning and improvement activities.
- Effective and efficient maintenance, functionality and application of the incident and feedback software/system (RiskMan). This includes ensuring annual version upgrades and ongoing training and education and reporting

- Co-design and delivery of the annual clinical service quality planning session with clinical service leadership
- Develop and foster effective collaborative relationships with other services in RMH, strategic partners, Safer Care Victoria, and the Department of Health
- Ensure our models for best practice partnership are contemporary, evidence based and in keeping with lived experience (patient, consumer, carer and family) needs and expectations
- Connect with services / service leadership on a regular basis as a leadership team to aide system level oversights / connection
- Use data and information – triangulation – to support services to gather insights
- Develop annual breakthrough improvement goals that are translatable into actionable plans and measurable impact and outcome; and
- Establish a system of measures that align with quality goals and systemwide KPIs to monitor performance.
- Establish a leadership presence at point of care to understand challenges, improvement work, and highlight bright spots
- Work in collaboration with the Community Engagement & Consumer Liaison Service, and Consumer and Carer Directors to ensure the voice of people with a lived and living experience is prioritised in service planning, design, and delivery.

- Partner with clinical services to identify and establish effective quality improvement activities.
- Encourage and coach staff to identify and monitor problems and embrace a learning mindset that supports experimentation using Plan-Do-Study-Act cycles.
- Promote the engagement of patients, consumers, and carers as co-designers and co-producers in QI activities.
- Identify and promote cross unit, ward, service collaboration of improvement efforts.
- Support the design, delivery and evaluation of improvement and innovation activities.
- Ensure change, project, and risk management approaches are integrated as part of the RMH improvement framework.
- Support clinical service areas to incorporate equity and diversity in the design of RMH improvements.
- Support clinical service areas to establish overarching prioritisation processes to ensure appropriate service capacity and alignment with organisational priorities and strategy.

- Establish an RMH dosing strategy evaluation framework for QI capability which includes routine evaluation/gap or needs analysis for the organisation.
- Design and deliver Quality and Improvement Capability via a range of accessible formal and informal opportunities including training and coaching.
- Provide QI coaching in small and large improvement projects, adverse event reviews and data for improvement.
- Provide teaching and training in the necessary knowledge and skills to apply basic QI concepts, methods, and tools.
- Establish clear pathways for QI information dissemination both informal and formal, internal, and external, e.g. forums, conferences and publication.
- Support the design, delivery, evaluation, and dissemination of local QI work.

Internal

- ## External

- Department of Health & Safer Care Victoria (SCV)
- Office of the Chief Psychiatrist (OCP)
- Relevant peak bodies as required such as:
 - Australian Commission on Safety and Quality Health Standards
 - Australian Council of Health Care Standards (ACHS)
 - Aged Care Quality and Safety Commission
 - Victorian Audit for Surgical Mortality (VASM)
 - Blood Matters, Lifeblood, National Blood Authority, ANZSBT Transfusion Professional Network
 - Victorian Innovation and Improvement Advisors Network
- Academic Partners
- Quality Leaders and standards leads in other health organisations

Essential Qualification:

- ### Essential Skills and Experience:

- ### Desirable Qualifications:

- ### Desirable Skills and Experience:

- Proven ability to research and provide valuable quality improvement related data
- Proven change management skills
- Strong competency in RiskMan
- Proven ability to draw on a wide range of approaches and techniques to encourage fresh thinking, problem solving and design improvements
- Proficient in use of an electronic medical record
- Strong research skills in the conceptualisation, design, and analysis of research projects
- Experience in disseminating and publishing completed research.
- Demonstrated understanding and practice in human factors theory

- Demonstration of RMH values
- Achievement of portfolio specific KPI targets
- Participation in and satisfactory feedback through the annual performance review process
- Ability to maintain a safe working environment and ensure compliance with legislative requirements
- Collaboration with and engagement of others to achieve outcomes
- Successful completion of required training activities

- Aim to provide a working environment that is safe and without risk to the health, safety and wellbeing of all employees, patients and consumers, and visitors.
- Speak up for patient, consumer, colleague and visitor safety, escalating issues if required.
- Deliver Safe, Timely, Equitable, Person-centred Care (STEP) in line with our clinical governance framework.
- Work in accordance with relevant policies, procedures, standards and legislation including those related to clinical or competency requirements, risk management, discrimination, equal opportunity and health safety and wellbeing.

- **Equity, Inclusion, Belonging and Safety**
 - As a leader in healthcare, we recognise the need to foster a culture of equity, inclusion, and belonging — safe spaces where every individual is empowered to be their authentic self, contributing meaningfully to the collective well-being of our community.
- **First Nations Commitment**
 - We acknowledge and pay our respects to the Traditional Owners of the lands on which we work and stand in solidarity with Aboriginal and Torres Strait Islander peoples. We are committed to creating a culturally safe environment that honours First Nations voices, knowledge, and self-determination through inclusive governance, respectful policies, and a steadfast commitment to anti-racism. The Royal Melbourne aspires to lead by example in addressing the injustices of colonisation and its ongoing impacts.
- **Child Safe Standards**
 - RMH is a child safe organisation. We are dedicated to fostering an environment that respects and upholds the rights of children and young people, in line with the Child Safe Standards. We actively embed these standards in our culture, policies, and practices, ensuring that the safety and wellbeing of children and young people is a central priority.
- **Equal Opportunity and Accessibility**
 - We are proud to be an equal opportunity employer that champions diversity in all its forms. We value the strengths and perspectives that come from people of all backgrounds, identities, abilities, and lived experiences. We encourage applicants from all communities, and we will provide reasonable adjustments to support equitable participation.
- **Thriving Together**
 - Together, we are committed to fostering an environment where everyone feels respected, safe, and empowered to thrive.

I acknowledge and accept that this position description represents the duties, responsibilities and accountabilities that are expected of me in my employment in the position. I understand that The RMH reserves the right to modify position descriptions as required, however I will be consulted when this occurs.

Date _____