

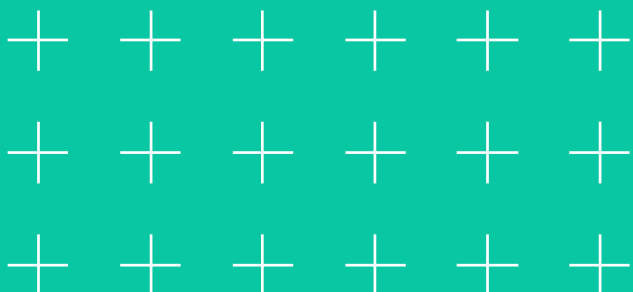


**The Royal
Melbourne
Hospital**

**Advancing
health
for everyone,
every day.**

Could this be you?

**Join the Royal
Melbourne
Hospital team**



Position Description

Quality Systems Officer



THE ROYAL MELBOURNE HOSPITAL

The Royal Melbourne Hospital (RMH) began in 1848 as Victoria’s first public hospital. And while we only had 10 beds to our name, we had the community of Melbourne behind us, and we were ready to provide the best possible care for those in need.

Since those early years, we’ve moved forward with purpose. Always at the forefront, leading the way on improving the quality of life for all.

Today the RMH is one of the largest health providers in the state, providing a comprehensive range of specialist medical, surgical, and mental health services; as well as rehabilitation, aged care, outpatient and community programs.

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.

OUR VISION

Advancing health for everyone, every day.

THE MELBOURNE WAY

At the RMH we’re inspired by our vision of Advancing health for everyone, every day. While we’re each going about our different roles, we’re united by a shared understanding of the way we do things around here. We call it the Melbourne Way. We put people first — leading with kindness and working together, we excel as one Royal Melbourne Hospital.

People First



People are at the heart of everything we do. We take the time to understand how we can make the most positive difference for them.

Lead with Kindness



Our care and compassion sets us apart. We lead the way with a respectful, inclusive spirit — embracing the things that make us all unique.

Excellence Together



True excellence is only possible when we work as one Royal Melbourne Hospital community. Through collaboration, we set the highest of standards and achieve our goals.

OUR PRIORITIES

The RMH Strategic Plan: Towards 2025. Advancing health for everyone, every day is our plan for the future — one which we are committed to achieving together. This position contributes to the achievement of the five Strategic Goals, articulated in the plan:

1. Be a great place to work and a great place to receive care
2. Grow our Home First approach
3. Realise the potential of the Melbourne Biomedical Precinct
4. Become a digital health service
5. Strive for sustainability



KEY ACCOUNTABILITIES

- 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.
- Provide administrative and secretarial support to the Quality and Improvement team in the design and delivery of whole of system quality portfolios and functions by ensuring RMH QI systems are working effectively to provide/deliver.
- Ensure our practices and processes are efficient and effective in delivering against the RMH Quality Framework and Clinical Governance Framework.
- Support the QI team to bring together key internal and external stakeholders via meetings and other forums. This includes administrative and secretarial support for meetings as required.
- Maintain the effective and efficient management of patient safety and clinical risk functions.
- Ensure our resources and materials are contemporary and readily accessible through SharePoint to enable self-directed learning and application of improvement to drive Safe, Timely, Effective and Person-Centred Care across RMH.
- Administrative support to the QI team to deliver training opportunities in all areas of Whole System Quality.
- Maintain reliable, effective, and efficient maintenance and use of Prompt Documents and VHIMS across the organisation
- Administering and monitoring key quality systems – Prompt and RiskMan and other associated system

KEY RELATIONSHIPS

Internal

- RMH Executive and Clinical Service Leadership
- Healthcare Workforce including but not limited to Quality Leads and Representatives across RMH
- Community Engagement and Patient Experience team
- Directors Consumer and Carer Lived Experience
- First Nations Health Unit
- All relevant Support Service divisions and teams across RMH

External

- Prompt Documents system provider
- VHIMS RiskMan provider
- Department of Health & Safer Care Victoria (SCV)
- Australian Council of Health Care Standards (ACHS) / relevant accreditation agencies

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KEY SELECTION CRITERIA

Formal Qualifications:

- Completed secondary education or Certificate in Office Administration

Essential Skills and Experience:

- Commitment to live the Melbourne Way - putting people first, leading with kindness and achieving excellence together.
- Proficient computing skills including Office 365 (Work, Excel, Word, PowerPoint, SharePoint, Microsoft Teams)
- Experience in one or more key information systems: RiskMan, Prompt, FMIS, CAFM, CMI, Epic EMR
- Excellent organisational and time management skills
- Demonstrated problem solving and lateral thinking capability
- Demonstrated project management skills
- Excellent interpersonal, communication and negotiation skills
- Experience in busy office setting
- Experience in minute taking
- Ability to use resources effectively and identify improvements within scope of role
- Lead quality improvement initiatives and projects
- Work collaboratively with clinicians, managers and support services to facilitate stakeholder engagement, achieve project milestones
- Mandatory Working with Children's Check, Police Check and Immunisation assessment

Desirable:

- Experience working in quality and improvement
- Experience in a health service setting
- Proficiency in communication design and video software e.g. Canva, Powtoon and/or similar
- Commitment to ongoing professional development
- Knowledge of medical terminology would be useful
- Experience in the development and delivery of training materials
- Coaching / mentorship skills
- Experience in successful change management
- Demonstrated experience using Microsoft Power BI to access, analyse and present data through dashboards, report and visualisations to support quality improvement, decision making.

KEY PERFORMANCE INDICATORS

Your performance will be measured through your successful:

- Demonstration of RMH values
- Achievement of portfolio specific KPI targets



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- 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
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AT THE RMH WE:

- 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.

OUR COMMITMENT:

- **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.

ACCEPTANCE

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.

Employee Signature

Employee Name (please print)

Date
