



**The Royal
Melbourne
Hospital**

Advancing health for everyone, every day.

Could this be you?

**Join the Royal
Melbourne
Hospital team**



Position Description

**Senior Quality and Improvement
Specialist**

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.

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.

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

Position Title:	Senior Quality and Improvement Specialist
Service:	Quality and Improvement
Clinical Service Alignment	Home First Services
Location:	Home Base: Level 6, 635 Elizabeth Street Melbourne On location: All RMH Campuses
Reports To:	Manager Quality and Improvement – Home First
Enterprise Agreement:	3. Health and Allied Services, Managers and Administrative Workers (Victorian Public Sector) (Single Interest Employers) Enterprise Agreement 2021-2025
Classification:	HS4 + Over Award
Employment Status:	0.6 FTE – Fixed Term (6 month)
Immunisation Risk Category:	Category C
Date of Review:	January 2025

Reporting to the Manager of Quality and Improvement (QI) or delegate, the Senior Quality, and Improvement Specialist will join other members of the Quality and Improvement team to lead and promote a culture of Safe, Timely, Effective and Person-centred care (STEP) across RMH.

As a dedicated clinical area service partner (and alongside the QI team) you will be responsible for strategically advising and coaching individuals, and teams in Whole System Quality. This includes the design and delivery of service quality planning activities, clinical governance functions, quality assurance and control functions, quality improvement and capability building.

<ul style="list-style-type: none">• Learning [Reflective Problem Solving Curiosity]• Influencing [Empathic Facilitative Comfortable with conflict]• Resilience [Optimistic Calculated Risk Taking Tolerating Uncertainty]	<ul style="list-style-type: none">• Resourceful [Critical Thinking Creative Problem Finding Agile]• Systems Thinking [Connection making Synthesising Accepting Change]• Collaborative [Team Player Open Minded Adaptive]
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Organisational Values and Expectations

- ### Quality and Improvement:

- **Clinical Governance:** Embed the RMH Quality Framework and Clinical Governance Framework to ensure contemporary and rigorous application of integrated systems, processes, leadership, and culture in the delivery of Safe, Timely, Effective and Person-centred care (STEP).
- **Partnership and Planning:** Establish and maintain strong relationships with key internal and external stakeholders to meet patient, carer, consumer, and community needs continuously, reliably, and sustainably.
- **Patient Safety & Clinical Risk:** Ensure robust systems and processes are in place for patient safety and clinical risk to support the organisation to continuously learn and improve in the way we deliver care.
- **Improvement & Innovation:** Ensure that RMH has access to best practice contemporary frameworks, approaches, resources, tools, and expertise to support individuals and teams to continuously improve services.
- **Capability, Spread and Publication:** Develop workforce capability to innovate, lead improvement, effectively manage projects, and deliver sustainable outcomes that promote patient safety and share learnings across the organisation and the sector.
- **Quality Systems:** Ensure safety and quality systems are integrated with governance processes to enable RMH to actively manage and improve the safety and quality of patient care.

Clinical Governance:

- 4/8

Patient Safety & Clinical Risk

- ## KEY RESPONSIBILITIES CONT...

Improvement and Innovation

- Senior Quality and Improvement Specialist | Home First Services | January 2025

Internal

- ## External

- ## SKILLS & EXPERIENCE (KEY SELECTION CRITERIA)

Desirable Qualification – one or more of the following would be well regarded:

- Senior Quality and Improvement Specialist | Home First Services | January 2025

Ability to apply critical thinking skills including the ability to critically appraise information

- Understanding and practice in human factors theory
- Ability to draw on a wide range of traditions and disciplines to design the techniques and processes used to encourage fresh thinking, problem solving and improvements
- Ability to research and provide valuable quality improvement related data
- Proficient in use of an electronic medical record
- Experience using VHIMS RiskMan

- 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

- 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, Effective, Person-centred Care (STEP) in line with our clinical governance framework.
- Are an equal opportunity employer, committed to providing a work environment free of harassment and discrimination. We promote diversity and inclusion in the workplace.

- ## ACCEPTANCE

Employee Signature

Employee Name (please print)

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Date _____