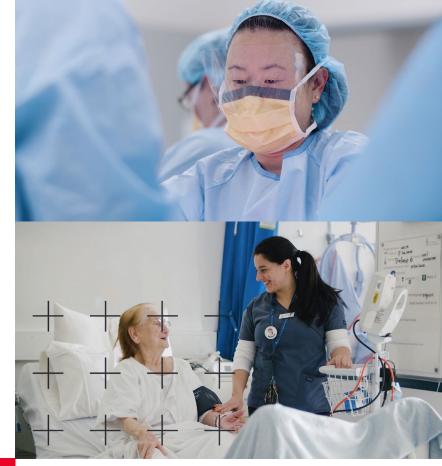


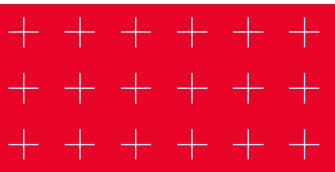
Advancing health for everyone, every day.

Could this be you?

Join the Royal Melbourne Hospital team







Position Description

Senior Quality and Improvement Specialist





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



Lead with Kindness



Excellence Together



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.

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

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





Position Description

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

POSITION SUMMARY

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.

ESSENTIAL ATTRIBUTES

Learning

[Reflective | Problem Solving | Curiosity]

Influencing

[Empathic | Facilitative | Comfortable with conflict]

Resilience

[Optimistic | Calculated Risk Taking | Tolerating Uncertainty]

Resourceful

[Critical Thinking | Creative | Problem Finding | Agile]

Systems Thinking

[Connection making | Synthesising | Accepting Change]

Collaborative

[Team Player | Open Minded | Adaptive]





KEY ACCOUNTABILITIES

In collaboration with the Q & I team and relevant internal and external stakeholders, the Senior Quality and Improvement Specialist will have accountabilities across the following areas:

Organisational Values and Expectations

- 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.

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 Personcentred 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.

KEY RESPONSIBILITIES Clinical Governance:

- Support organisation-wide efforts to ensure readiness for relevant regulatory and industry standards and accreditation activities and lead readiness for NSQHS Standards (National Standards) short notice assessments. This includes strategy and communication across relevant governance committees and workforce groups.
- Support and contribute to National Standards Committees, ensure that gap analyses are completed annually across clinical service areas and that these inform a clear, consistent workplan which is endorsed and reported through to RMH Quality Committee.
- Partner with clinical services to ensure that applicable existing and new Clinical Care Standards are implemented and monitored based on risk.
- Advise on the auditing & evaluation components of the Quality Framework and support implementation, analysis, and reporting to inform continuous improvement.





Partnership and Planning

- Work in collaboration with the Community Engagement and Patient Experience team and/or Mental Health Services Lived Experience Directors and workforce more broadly to ensure the lived experience voice is prioritised in service planning, design, delivery, and evaluation.
- Support services to design and deliver on annual quality plans which are informed by qualitative and quantitative data.
- Foster effective collaborative relationships with internal and external stakeholders (e.g., people with a lived experience of the clinical service, other services across RMH, strategic partners, Safer Care
 Victoria, and the Department of Health).
- Encourage staff to embrace a learning mindset and apply co-production and improvement science principles to surface opportunities for improvement.

Patient Safety & Clinical Risk

- Support clinical service areas to ensure effective and contemporary processes, methodologies and tools are in place across the adverse event management lifecycle to drive improvement through learning and meet relevant legislative requirements. This includes but is not limited to the facilitation of adverse patient safety event reviews in collaboration with clinical service areas.
- Utilise system thinking and human factors theory to support clinical service areas in the review of adverse patient safety events.
- Participate in 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.

KEY RESPONSIBILITIES CONT...

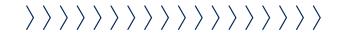
Capability, Spread and Publication

- Contribute to the design and delivery of QI capability building opportunities via a range of accessible formal and informal opportunities including coaching and training.
- Contribute to the development of an evaluation framework to ensure the capability building opportunities meet expectations and needs.
- Support teams to share information about QI including publishing in journals, presenting information at conferences or communities of practice, creating blogs, or posting in social media.
- Identify and share external opportunities for learning and capability development.

Improvement and Innovation

- Promote engagement of people with lived experience as co-designers and co-producers in QI activities.
- Support clinical service areas to incorporate equity and diversity in the design of their improvements.
- Provide QI coaching utilising improvement science methodologies and tools for small and large-scale improvement activities,
- Encourage staff to surface and track problems and embrace a learning mindset that supports experimentation using Plan-Do-Study-Act cycles.
- Identify and promote cross unit, ward, service collaboration of improvement efforts.
- Support Clinical Services to utilise QI tools and strategies to recognise, drive and sustain improvement and innovation.





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

- Department of Health & Safer Care Victoria (SCV)
- · Relevant peak bodies as required such as:
 - on Safety and Quality Health Standards
 - Australian Council of Health Care Standards (ACHS)
 - Aged Care Quality and Safety Commission
- 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

SKILLS & EXPERIENCE (KEY SELECTION CRITERIA)

Essential Qualification:

Relevant tertiary qualifications within healthcare and where required, registered health professional

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

- Relevant post-graduate qualification at a Master's degree level or working towards
- Completed Safer Care Victoria RCA/Fundamentals of Adverse Patient Safety Event Review training within the last 3 years or willing to complete.
- · Certified Improvement Coach, or like quality improvement and safety certification or working towards





Essential Skills and Experience:

- Experience working in a complex organisational structure (min. 5 years)
- Improvement science and project management knowledge and skills, with minimum 1 year experience.
- · Demonstrated solid understanding of the NSQHS Standards
- · Knowledge and skills in data for improvement
- Knowledge and skills in change management
- · Ability to model a growth mindset
- Ability to role model co-production mindsets and principles
- Excellent interpersonal and communication skills, both written and verbal, including the ability to work cooperatively, and relate/interact effectively at all levels within and outside the organisation
- Able to engage in a range of evaluative methods to learn from experiences
- Experience in engaging consumers, families and carers, communities, and staff in quality improvement activities
- · Ability to apply systems thinking

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

Desirable Skills and Experience:

- · 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

KEY PERFORMANCE INDICATORS

Your performance will be measured through your successful:

- 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

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, 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.





• 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.

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)		
	/	
		1
Date		