



**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**



## 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

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 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.

## 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)
- Academic Partners
- Quality Leaders and standards leads in other health organisations
- 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

## 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

- 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



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### 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 co-operatively, 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

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### 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
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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.

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#### 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.

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Employee Signature

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Employee Name (please print)

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Date

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