
QUALITY COORDINATOR

AUGUST 2023



POSITION SUMMARY

Location:	Parkville and WFH (Travel to other sites will also be required with some working from home flexibility)		
Functional area:	Clinical Services		
Classification/ Salary:	Up to \$115,000 base salary commensurate with skills and experience + 11% super + access to \$15,900 NFP salary packaging		
Job level:	3		
Reports to:	Manager – Clinical Quality and Safety		
Employment type:	Full-time (1.0FTE)		
Employment length:	Ongoing, subject to funding.		
Direct reports	0	Indirect reports	Yes

POSITION PURPOSE STATEMENT

This position will be a key member of the Orygen Clinical Quality & safety program and will work alongside other members of the team to provide a timely and comprehensive clinical governance structure to the organisation.

This role will provide detailed coordination support for accreditation related activities, the clinical audit schedule and data analyses relating to clinical dashboards. This will include the; collecting, developing, distributing and reporting on clinical dashboard and audit data (including clinical incidents, feedback, activity/performance and outcome data).

About the Orygen Quality and Safety team

The Orygen Quality and Safety team foster a culture of continuous quality improvement and safety and support the clinical services with risk monitoring (clinical incidents), feedback management (complaints and compliments), quality improvement activities and accreditation (across several services and accreditation standards).

POSITION FOCUS

	Key responsibility area(s)
1	Support and progress accreditation
2	Clinical data dashboard monitoring and reporting
3	Clinical incident management
4	Clinical auditing and quality improvement

The position focus of this role is subject to future change depending on the needs of Orygen once the transition project has been completed.

POSITION KEY RESPONSIBILITY AREAS

- **Support and progress accreditation:**
 - Lead the clinical accreditation process for Orygen Primary Clinical Services and Orygen Recovery, including the completion of self-assessments, working with staff to address the improvement areas identified through the self-assessment process, supporting the development and implementation of improvement initiatives, working with the accreditation body, and leading the onsite accreditation assessment process.
 - Consult with staff and provide information and updates in relation to accreditation processes.
 - Work with the headspace Managers to complete the accreditation against the headspace Model Integrity Framework and RACGP Standards ensure that our headspace Centres meet the requirements.
 - Work closely with the Manager, Clinical Quality and Safety and Quality Improvement Consultant to support Orygen's accreditation processes against the National Safety and Quality Health Service Standards
 - Assist with the unification of clinical policies and procedures across Primary and Specialist Programs and where required develop new policies and procedures, or guidelines that meet accreditation standards and facilitate safe and high-quality clinical care.
 - Work with the Safety and Quality Team in conjunction with the Clinical Leadership Team, to ensure compliance with any Department of Health (DoH) / Primary Health Network (pHN) requirements as well as any legislative requirements.
 - Support the Safety and Quality team in activities relating to the transition project (this includes the transfer of services governed by others)
 - Administrative tasks as directed by Manager of Quality and Safety.
- **Clinical data dashboard monitoring and reporting**
 - In conjunction with the Manager – Clinical Quality and Safety, coordinate the clinical data dashboard collection and reporting from various systems through the use of various reporting platforms such as Power BI. This includes regular reporting of incident trend data and Key Performance Indicators (KPIs).
 - Participate in a range of activities, committees and working groups within the service and provide progress reports as required.
 - Provide support in the planning, implementation and evaluation of accreditation systems and processes.
 - Perform Superuser support functions for clinical and risk management and quality systems (e.g. RiskMan).
- **Clinical incident management**
 - Monitoring, analysis, investigation and tracking of clinical incidents.
 - Provide high level leadership advice in relation to clinical risk management.

- Coordinate and oversee the facilitation of serious incident investigations including the development of robust recommendations and actions. This includes Serious Adverse Patient Safety Events (SAPSEs).
 - Actively participate in serious incident reviews (such as Root Cause Analyses and In-Depth Case Reviews) as required.
 - Provide oversight of progress regarding recommendations and actions closure.
 - Prepare materials for the Orygen Quality Safety and Risk Committees, in conjunction with the Manager, Clinical Quality and Safety and Committee Chair.
 - Assist with the completion of Sentinel Event reporting into the Sentinel Events Portal to meet reporting and review requirements.
 - Provide mentoring, education and guidance in the review of serious incidents.
- **Clinical auditing and quality improvement**
 - Coordinate, support and manage the clinical audit program.
 - Collaborate with operational areas and subject matter experts to develop and review of audit tools.
 - Assist managers to identify opportunities for improvement following the completion of audits.
 - Provide auditing education and training to clinical staff.
 - Conduct ad-hoc audits as required.
 - Manage the central quality improvement register and provide expert advice on quality improvement methodology, training and education. This includes the tracking and reporting of improvements from clinical incidents.
 - Prepare audit reports and support managers to develop actions taken to address issues identified from audits.

EDUCATION / QUALIFICATIONS

Essential	<ul style="list-style-type: none"> • Bachelor/Master's degree in Health or social sciences (e.g. Nursing, Allied Health or Health Administration)
Desirable	<ul style="list-style-type: none"> • Qualifications in Health Information Management or an equivalent combination of relevant experience and/or education/training.

EXPERIENCE / SKILLS

Experience / skills	<ul style="list-style-type: none"> • Demonstrated experience in the health sector (prior experience in mental health settings is highly desirable) • Thorough understanding of Microsoft Office and its relevant programs (especially Microsoft Excel). • Ability to learn new systems and programs quickly. • Experience with Power BI reporting tool/reporting dashboards will be highly regarded. • Demonstrated ability to engage and collaborate with relevant stakeholders within a multidisciplinary team including clinicians and IT teams. • Demonstrated experience in a clinical quality or service improvement role in a health care setting. • Understanding of the application of quality principles and accreditation processes in mental health services. • Understanding of clinical incident management and serious incident reviews (e.g. RCAs and IDCRs) • Excellent written and verbal communication, interpersonal and presentation skills, and an ability to apply these skills to a variety of stakeholders. • Demonstrated experience influencing positive change in complex organizational environments. • The ability to work autonomously and to strict deadlines as well as contributing effectively as a team member within a multidisciplinary team environment.
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	<ul style="list-style-type: none"> • Experience in coordinating, managing and/or conducting clinical audits (highly desirable) • Experience working in a large, complex work environment (highly desirable)
Personal attributes	<ul style="list-style-type: none"> • Excellent interpersonal and communication skills both written and verbal. This includes consultation and negotiation skills, including the ability to liaise effectively with a diverse range of stakeholders. • Highly organised, demonstrates initiative and is outcome focused. • Flexible and adaptable to changing work requirements. • Highly collaborative, will contribute to positive team and organisational culture. • Highly developed time management, problem solving and conflict resolution skills. • A commitment to improving the way services are delivered for young people and their families or carers.

KEY RELATIONSHIPS

Internal	<ul style="list-style-type: none"> • Safety and Quality team • Director of Clinical Governance • Quality Safety Risk Committee • Operational Directors (acute and admitted care and enhanced and community care) • headspace Clinical Services Managers • Orygen Recovery senior leadership group • Chief of Clinical Practice • Chief of Clinical Operations • Director of Nursing
External	<ul style="list-style-type: none"> • Safer Care Victoria (SCV) • Primary Health Network (pHN) • Australian Council on Healthcare Standards (ACHS) • headspace National

SPECIAL REQUIREMENTS

<ul style="list-style-type: none"> • Unrestricted right to live and work in Australia. • A current National Police Check will be required. • Any offer of employment is conditional upon receipt and maintenance of a satisfactory Working with Children Check. • You may be required to work across more than one of Orygen's sites, which are currently located within the north and west of Melbourne. • Successful applicants will be required to provide proof of COVID-19 vaccination prior to commencement. • A current Victorian driver's licence. • In line with government guidelines, this position may need to be based at home during certain periods. As such a reliable internet connection will be required. • Occasional out of hours, evening and/or weekend work may be required.
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SAFETY, HEALTH AND WELLBEING RESPONSIBILITIES

Employees are required to comply with all workplace health, safety and wellbeing policies and procedures of Orygen.

In addition, employees are expected to:

- Promote and demonstrate Orygen's high standards in relation to health, safety and wellbeing, championing a culture of safety in the workplace.
- Take responsibility for their own safety, health and wellbeing and for their colleagues and others they work alongside, as far as they are able.
- Follow policies, training and guidelines related to Workplace health, safety and wellbeing, including reporting of unsafe work practices, incidents, hazards and near miss events.

ACKNOWLEDGEMENT

Confirming this position description has been read and understood by:

Name	
Signature	
Date	