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## SAFETY AND QUALITY MANAGER

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MARCH 2024

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### POSITION SUMMARY

Location:	Hybrid/Remote Victoria Parkville		
Functional area:	Orygen Digital		
Classification/ Salary:	\$115,000 - \$130,000 commensurate with skills and experience + 11% super + access to \$15,900 NFP salary packaging		
Job level:	Level 4		
Reports to:	Head of Clinical Services		
Employment type:	Full time (1.0 FTE)		
Employment length:	12-month contract		
Direct reports	-	Indirect reports	-

### POSITION PURPOSE STATEMENT

This position will be a key member of the Orygen Digital team working alongside the Chief of Orygen Digital and Head of Clinical Services to assist with all aspects of clinical governance for the organisation.

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

#### About Orygen Digital

Orygen Digital, the digital mental health division of Orygen, develops, evaluates, and disseminates engaging and evidence-based interventions, such as MOST, that integrate with current national and international service delivery models for young people and their families.

### POSITION FOCUS

	Key responsibility area	Percentage
1	Support and progress accreditation	40%
2	Clinical auditing and quality improvement	40%

### REVOLUTION IN MIND

3	Clinical data dashboard monitoring and reporting	15%
4	Other	5%

## POSITION KEY RESPONSIBILITY AREAS

### 1. Lead and progress accreditation

- Lead the accreditation & compliance processes for the National Safety and Quality Digital Mental Health Standards. 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 for Orygen Digital.
- Consult with staff and provide information and updates in relation to accreditation processes.
- Successful project initiation, delivery and closure using project management principals, tools and documentation.
- Support the development of relevant documentation in conjunction with department leads i.e., processes, procedures and tools to ensure Orygen Digital is successful with passing the audit.
- Report to the Head of Clinical Services and work closely with the Orygen Quality and Safety Team and Managers across Orygen Digital MOST team towards the accreditation process to support Orygen Digital's accreditation processes against the National Safety and Quality Digital Mental Health Standards.
- Lead and support the unification of clinical policies and procedures across Orygen Digital and where required develop new policies and procedures, or guidelines that meet accreditation standards and facilitate safe and high-quality digital clinical care.
- Clear and regular stakeholder communication and change management supports throughout the life of the project.
- Attending various Quality and Safety Committees and developing bidirectional communication between Orygen and Orygen Digital.
- Administrative task as directed by the Head of Clinical Services.

### 2. Clinical auditing and quality improvement

- Develop and implement 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.

### 3. Clinical data dashboard monitoring and reporting

- 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 with our internal Atlassian incident risk reporting system as well as (e.g., RiskMan).

<b>4. Other</b>	<ul style="list-style-type: none"> <li>• Contribute as required to other related projects across Orygen Digital, as requested by Head of Strategy and Operations or General Manager.</li> <li>• Support Head of Strategy and Operations to promptly resolve issues by investigating, troubleshooting solutions and liaising with stakeholders.</li> <li>• Maintain a safe environment and ensure staff and visitors to Orygen and Orygen Digital managed sites do not take unnecessary risks.</li> <li>• Comply with and support others to comply with Orygen and Orygen Digital's policies and procedures, including taking appropriate action to hold others accountable and promote a workplace culture that is safe, diverse and inclusive.</li> </ul>
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## EDUCATION / QUALIFICATIONS

Essential	<ul style="list-style-type: none"> <li>• Bachelors /master's degree in health administration/ health sciences or related discipline.</li> </ul>
Desirable	<ul style="list-style-type: none"> <li>• Qualifications in Health Information Management or an equivalent combination of relevant experience and/or education/training.</li> </ul>

## EXPERIENCE / SKILLS

Experience / skills	<ul style="list-style-type: none"> <li>• Previous experience with leading an accreditation process and delivering successful quality audits for health or community-based organisations.</li> <li>• Experience within a similar role with demonstrated ability to multitask, manage and prioritise various activities simultaneously.</li> <li>• Previous experience completing auditing and quality assurance.</li> <li>• A high level of organisational and administrative skills including the ability to prioritise workload, formulate, develop and implement change, and develop and present communications and justifications.</li> <li>• Experience working in a large, complex work environment and in a training, education or health setting is an advantage.</li> <li>• Understanding the complex requirements of a research organisation in a clinical setting.</li> <li>• Proficiency in the use of PC equipment and software as well as MS Office applications and Atlassian suite of products; Jira and Confluence and Miro.</li> </ul>
Personal attributes	<ul style="list-style-type: none"> <li>• 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.</li> <li>• Highly organised, demonstrates initiative and is outcome focused.</li> <li>• Flexible and adaptable to changing work requirements.</li> <li>• Highly collaborative, will contribute to positive team and organisational culture.</li> <li>• Highly developed time management, problem solving and conflict resolution skills.</li> <li>• A commitment to improving the way services are delivered for young people and their families or carers. Excellent interpersonal and communication skills both written and verbal.</li> <li>• Highly collaborative, will contribute to positive team and organisational culture.</li> </ul>

## KEY RELATIONSHIPS

Internal	<ul style="list-style-type: none"> <li>• Orygen Digital Teams</li> <li>• Orygen Digital Quality Safety and Risk Committee</li> <li>• Orygen Safety and Quality team</li> <li>• Head of Clinical Services</li> <li>• Clinical Services Manager</li> <li>• Orygen Digital Leadership team</li> <li>• Head of Operations and Strategy</li> </ul>
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External	<ul style="list-style-type: none"> <li>• Consultants</li> <li>• Young people with a lived or living experience, their parents, carers or kin.</li> <li>• Australian Safety and Quality</li> </ul>
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### SPECIAL REQUIREMENTS

<ul style="list-style-type: none"> <li>• Unrestricted right to live and work in Australia.</li> <li>• A current National Police Check will be required.</li> <li>• Any offer of employment is conditional upon receipt and maintenance of a satisfactory Working with Children Check.</li> <li>• Successful applicants will be required to provide proof of COVID-19 vaccination prior to commencement.</li> <li>• 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.</li> <li>• A current Victorian driver’s licence.</li> <li>• 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.</li> <li>• Occasional out of hours, evening and/or weekend work may be required.</li> </ul>
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### SAFETY, HEALTH AND WELLBEING RESPONSIBILITIES

<p>Employees are required to comply with all workplace health, safety and wellbeing policies and procedures of Orygen.</p> <p>In addition, employees are expected to:</p> <ul style="list-style-type: none"> <li>• Promote and demonstrate Orygen’s high standards in relation to health, safety and wellbeing, championing a culture of safety in the workplace.</li> <li>• Take responsibility for their own safety, health and wellbeing and for their colleagues and others they work alongside, as far as they are able.</li> <li>• Follow policies, training and guidelines related to Workplace health, safety and wellbeing, including reporting of unsafe work practices, incidents, hazards and near miss events.</li> <li>• Be committed to promoting and protecting the safety and well-being of all children and young people and embedding safeguarding practices into all our programs and services.</li> </ul>
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### ACKNOWLEDGEMENT

Confirming this position description has been read and understood by:

Name	[insert name]
Signature	[insert signature]
Date	[insert date]