

POSITION PROFILE

209 QUALITY & SAFETY COORDINATOR

Position Details

Position Title: Quality & Safety Coordinator

Employment Status: Permanent

Classification: AO7

Salary Range: \$83,090- \$89,389

Reports To: 201 Chief Executive Officer

Location: Katherine Office

Position Summary

The Quality & Safety Coordinator will work closely with health services staff and members of the management team to develop and implement a continuous quality improvement and workplace safety program consistent with the organisation's goals and objectives.

The primary objective of the role is to maintain accreditation status for all health centres in the Sunrise region in line with the RACGP standards for general practise.

Duty Statement and Key responsibilities:

1. Health Centre Accreditation Status

Be responsible for the maintenance of the organisation's accreditation status:

- Work with the Primary Health Care Manager and other relevant staff to develop strategies, health service policy and formal procedures that:
 - are consistent with the RACGP standards for general practice
 - reflect best practice
- Prepare written reports for the Executive Management as necessary
- In consultation with the Executive, explore options for benchmarking of outcomes against like organisations
- In consultation with the Primary Health Care Manager monitor the progress of each health centre through the cycle of review
- Work with health service staff to action recommendations from client satisfaction surveys
- Conduct audits, surveys and prepare statistical reports to demonstrate health service progress through quality improvement initiatives.

2. Workplace safety

Under the direction of the Chief Executive Officer:

- Monitor the health service compliance with Occupational Health and Safety legislation, regulations and codes of practice
 - Take a leading role in the Occupational Health and Safety Committee to ensure:
 - the service's occupational health and safety system is maintained
 - effective consultative mechanisms are in place
 - all departments are represented
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- terms of reference are adhered to and reviewed annually
 - activities of the committee are documented
 - Provide advice to senior management on occupational health and safety issues
 - Formulate, review and disseminate policies, procedures and information pertaining to health and safety which are to be carried out and complied with at Sunrise Health Service Workplaces. As a minimum, documented plans must be in place for:
 - Emergency evacuation of all work areas
 - Counter disaster
 - Trauma counseling
 - Employee assistance program
 - First aid
 - Manual handling
 - Develop a yearly plan of OH&S activities, including performance indicators, ensuring managers and supervisors are briefed and aware of their direct and line management responsibilities
 - Maintain procedures for comprehensive accident, incident and near miss investigations, ensure they are carried out, documented and findings actioned
 - Examine proposals for the implementation of programs, works or processes where there may be significant change in the workplace that has occupational health and safety implications, and recommend priorities and strategies for the implementation in terms of existing policy
 - Be responsible for documenting the organisations risk management plan including hazard identification, hazard assessment, and hazard control
 - Work with the Assets Officer to ensure purchasing and or tendering for goods and services includes criteria for safety assessment
3. Staff training
- Work with the Human Resource Manager and unit managers to ensure all employees receive information, instruction and training (induction, refresher and skill based)
 - Identify training needs and recommend activities and programs that will develop employees knowledge of safe work practices

Key Responsibilities

- Maintain a current knowledge of Health Insurance Commission requirements for health service access to the Practice Incentives Program
- Maintain current knowledge of Occupational Health & Safety legislation
- Act as a resource for all staff in regard to Quality Improvement activities and mechanisms for improving organisational performance
- Liaise with other organisations, particularly Aboriginal organisations, involved in quality management and Primary Health Care with the view to sharing resources and ideas
- Work with health service personnel to ensure all quality assurance and accreditation activities are not in breach of recognised codes of practice, ethical guidelines and / or the wishes of the Health Service Board of Management.
- Work collaboratively with colleagues to ensure all quality improvement are appropriate to predominantly indigenous remote settings
- Develop and maintain working relationships with external service providers in the areas of quality and safety in healthcare
- Participate in investigation, research, analysis and problem solving across a range of areas to develop and implement mechanisms for improving organisational performance and efficiency
- Assist in the development of policies and procedures consistent with health service management system
- Maintain relevant records and statistics pertaining to quality activities
- Provide written reports as required to the Chief Executive Officer
- Perform other duties as directed

Organisation-wide responsibilities

- Continuously work to maximise access by community members to health services
- Use skills and experience to support and train other staff members as the need arises
- Develop and utilise good working relationships and networks with other organisations at both the community and professional level
- Participate in performance management once per year and:
 - be willing to discuss how you are meeting the key performance indicators of your position
 - provide feedback about individual, position and organisational development requirements
- Participate in staff development and training as requested by Sunrise Health Service
- Bring to the attention of your manager any matters that affect the ability of your position to meet requests and objectives in a timely manner
- Maintain strict confidentiality in relation to medical records and information about health service business activities
- Participate in the Sunrise Continuous Quality Improvement Program for the provision of a safe, effective health service
- Follow organisational systems and procedures

Key Performance Indicators

Criteria for Performance Assessment

1. Health Service policy and procedures support management systems and are developed and documented in consultation with the management team
Indicator 1: Policy and procedures documented and reviewed biannually
2. In consultation with the Chief Executive Officer and Primary Health Care Manager, develop and implement a workplace safety programme covering all facilities
Indicator 1: Workplace safety program developed, documented and endorsed at Executive level
Indicator 2: Progress evidenced by monthly activity reports
3. Behaviours and methodologies utilised are culturally safe, acceptable and inclusive.
Indicator: Feedback and evidence of appropriate planning for activities undertaken at community level
4. Organisational needs pertaining to quality and safety identified and relevant activities and training programs recommended
Indicator 1: Calendar of quality improvement activities for each health centre and department
Indicator 2: Needed training activities identified
5. Participation in performance management program and completion of professional development activities in line with training plan.
Indicator Completion of staff training plan and their implementation within agreed timeframes

Delegations

Financial:

Personnel: Nil

Selection Criteria

Essential

- Demonstrated ability to provide leadership with the implementation of quality frameworks and processes in a primary health care setting
- Demonstrated ability in change management to promote positive outcomes
- Understanding and adherence to the principles of Aboriginal community control of health services
- Ability to practice in a sensitive and culturally safe manner, in a remote Aboriginal context
- Demonstrated ability to work within a multidisciplinary primary health care environment
- Advanced communication skills including well developed cross-cultural interpersonal abilities
- Willingness to incorporate Aboriginal values and methods into practice
- Willingness to drive to, and stay overnight in, remote communities
- Current NT Drivers License

Desirable:

- Previous experience and knowledge of accreditation requirements
- Demonstrated understanding of the principles of primary health care in remote locations
- Familiarity with the RACGP standards for General Practice
- 4WD experience.

Endorsement and Approval

Position Profile approved by Chief Executive Officer

Signature:

Date: