

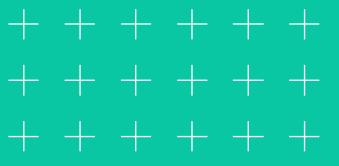


# Advancing health for everyone, everyday.

Could this be you?

Join The Royal Melbourne Hospital Team





Position Description

Quality Improvement Consultant







#### 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

People are at the heart of everything

understand how we can make the

most positive difference for them.

we do. We take the time to

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

unique.

a respectful, inclusive spirit -

embracing the things that make us all



Our care and compassion sets us apart. We lead the way with True excellence when we work a



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.

**Excellence** 

#### **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: Quality Improvement Consultant

Service: Orygen Specialist Program

**Location:** Parkville

Reports To: Senior Quality Improvement Consultant

Enterprise Agreement: Victorian Public Mental Health Services Enterprise Agreement

2020–2024; Victorian Public Health Sector (Medical Scientists, Pharmacists and Psychologists) Single Interest Enterprise

Agreement 2021-2025

Classification: Admin Grade 5 (YC92) / Occupational Therapist Grade 4 (HR9-

HR12) / Social Worker Grade 4 (HR25-HR28) / Registered Psychiatric Nurse Grade 5 (NP51) / Psychologist Grade 4 (PM1-

PM5)

Immunisation Risk Category: Category A

Date of Review: May 2023

#### PROGRAM DESCRIPTION

Orygen Specialist Program (OSP), a program of Melbourne Health, provides specialist mental health services for young people aged 15 to 25 and focuses on providing early intervention to young people with severe and complex mental illness. OSP also works alongside Orygen, the National Centre of Excellence in Youth Mental Health which operates four primary mental health care headspace services in the catchment area.

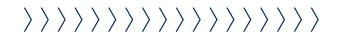
Multidisciplinary teams deliver individually tailored services that comprise assessment and crisis intervention, case management, medication, psychotherapy, family support, inpatient care, group work, vocational support, educational assistance, and intensive outreach. Specialist clinical streams offer targeted interventions for psychotic disorders (including young people at 'ultra-high risk' of psychosis), mood disorders, and personality disorders; and also manage co-morbid substance use disorders, eating disorders, and neurodevelopment disorders. A forensic stream has also now been established providing in custodial and community justice services. Streams are supported by the Psychosocial Recovery program, Community Development program, and Orygen Training Team. Orygen also has a 19-bed Inpatient Unit, 15-bed Orygen @ Home program, Youth Access Team and emerging HOPE and YPARC programs making up the acute and sub-acute care sector. Additional information is available at www.oyh.org.au.

Orygen highly values responsive services for youth in the western and northwestern region of Melbourne. Orygen programs are to be guided by evidence-based, culturally-safe and trauma-informed principles incorporating the diverse needs of all young people and families. This is especially important for those from LGBTQI+, Aboriginal and Torres Strait Islander, and culturally and linguistically diverse populations. Responsive and inclusive practices are at the forefront of all Orygen care.

#### **POSITION SUMMARY**







The Quality Improvement Consultant will contribute to the processes that guide OSP towards continuous improvement in all aspects of service planning, management and delivery.

The Quality Improvement Consultant's area of responsibility is to coordinate the quality and accreditation processes under the National Safety and Quality Health Service Standards.

The Quality Improvement Consultant will coordinate the development and implementation of a program of quality and performance improvement activities across OSP and monitor its ongoing effectiveness and relevance. The role will actively develop and promote the direction of quality improvement program and foster a culture of quality and safety within the OSP with emphasis on consumer and carer focused services and outcomes.

This Quality Improvement Consultant will provide support and collaborate with the Senior Quality Improvement Consultant. This role will also work closely with the Clinical Quality and Safety Manager in order to achieve organisational quality and safety objectives across all clinical services.

The service operates over a number of sites and staff may be required to work from these and be based at one or more sites, including, Parkville, Footscray, Wyndham, Sunshine, Melton, or other sites within the catchment.

#### **KEY ACCOUNTABILITIES**

The Quality Improvement Consultant will foster a culture of continuous improvement within the OSP through:

#### **Quality Improvement Systems:**

- Coordinate and assist with the quality improvement processes across each CCT program
- Develop and implement improvement initiatives in conjunction with the OSP Senior Quality Improvement Consultant
- Assist the OSP Senior Quality Improvement Consultant with the coordination of the OSP Clinical Risk Management and OSP Quality Meetings with the Chairs
- Ensure the quality improvement program aligns with the directions and strategies of NWMH & Melbourne Health
- Participate in a range of activities, committees and working groups within the service, NWMH, Melbourne Health & provide progress reports as required.

#### Service evaluation and review:

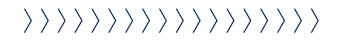
- Assist with the development & coordination of audits and survey tools to enable service evaluation
- Collect, collate, analyse & report service activity & performance data as required
- Provide expertise, coordination & support in the planning, implementation and evaluation of service improvements
- Support and assist the Senior Quality Improvement Consultant with the accreditation process for OSP in collaboration with NWMH & Melbourne Health
- Ensure staff are education about relevant safety, quality & mental health standards

#### Assist with the coordination of feedback from staff, consumer and carer groups:

- Assist with the coordination of the stakeholder feedback processes in conjunction with the OSP Senior Quality Improvement Consultant
- Assist in the development & monitoring of service & programs to meet consumer & carer/family needs and ensure that planning & quality activities are sensitive to those needs







#### Facilitate the monitoring our performance framework across OSP:

- Ensure compliance with NWMH improving performance objectives
- · Use KPI's as monitoring tools
- Assis with the coordination and development of procedures and guidelines for the service and ensure compliance in conjunction with seniors of discipline; senior consultants and managers
- Assist the OSP Senior Quality Improvement Consultant with coordination and support in the planning and implementation of clinical and nonclinical reviews

#### Risks are managed and minimised:

- · Assist the OSP Senior Quality Improvement Consultant to monitor and evaluate critical incident data
- Support continuous monitoring and implementation of serious incident review outcomes and recommendations to ensure improving performance

#### **KEY RELATIONSHIPS**

#### Internal

- Senior Quality Improvement Consultant
- Orygen Clinical Quality and Safety Manager
- OSP Health Information Manager
- OSP Systems and Data Analyst
- OSP Executive Team
- OSP Clinical and Medical Leadership
- OSP Discipline Seniors
- OSP Consumer/Carer Consultants
- NWMH Manager Quality & Innovation
- Melbourne Health Transformation & Quality

#### **External**

- Safer Care Victoria
- Mental Health Complaints Commissioner
- Victorian Health Information Agency
- Victorian Department of Health
- Victorian Mental Illness Awareness Council (VMIAC)
- Tandem
- Primary Health/AOD/non-government agencies &community mental health support services.

#### **KEY SELECTION CRITERIA**

#### **Formal Qualifications**

Occupational Therapists:

- Registration under the Australian Health Practitioner Regulation National Law Act (2009) with the Occupational Therapy Board of Australia.
- An approved Degree from a recognised school of Occupational Therapy or other qualifications approved for eligibility for membership of the Australian Association of Occupational Therapy (Vic.).

#### Social Workers:

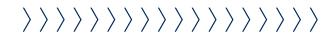
 An approved degree in Social Work and eligibility for membership of the Australian Association of Social Workers.

#### Registered Psychiatric Nurses:

 Registration as a registered nurse under the Australian Health Practitioner Regulation National Law Act (2009) with the Nursing and Midwifery Board of Australia.







 Bachelor Degree in Psychiatric/Mental Health Nursing or equivalent, or, Bachelor Degree in Nursing plus a Postgraduate qualification in Psychiatric/Mental Health Nursing.

#### Psychologists:

Registration as a Psychologist under the Australian Health Practitioner Regulation National Law Act (2009)
with practice endorsement as a Clinical, Forensic or Clinical Neuro Psychologist with the Psychology Board
of Australia (or eligibility to enter a registrar program as a clinical, forensic or clinical neuro psychologist with
the Psychology Board of Australia where relevant).

#### Other relevant qualification:

A relevant approved degree e.g. Public Health, Health Information, Health Management.

#### **Essential:**

- Experience in health service governance systems including management of continuous improvement activities, and of National Quality and Safety Health Service standards (incl. disability and aged).
- Understanding of the application of quality principles and accreditation processes in mental health services
- An understanding of the public mental health system in Victoria including current directions and priorities including the Mental Health Act (2014)
- High level interpersonal, consultation and negotiation skills, including the ability to liaise effectively with a diverse range of stakeholders
- Excellent verbal and written communication, interpersonal and presentation skills and an ability to apply these skills to a variety of stakeholders
- An intermediate knowledge of word, excel, and PowerPoint to support data and reporting processes.
- Highly developed organisational, time management, problem solving and conflict resolution skills.
- · A commitment to improving the way services are delivered for young people and carers/family
- Comply with all legal requirements pertaining to the position including responsibility for maintaining current registration as required by your professional organisation or other applicable Acts.
- A Working with Children check
- Melbourne Health will organise a Police Check prior to commencement of employment
- Commitment to live the Melbourne Way putting people first, leading with kindness and achieving excellence together.

#### Desirable:

- Experience in health program evaluation
- Experience in the use of data analysis programs such as NVivo / Stata / SPSS
- Proficient use of programs such as Excel / Access
- Experience working within the public mental health service system
- Experience in supporting a large organisation/service through the accreditation process including an understanding of the Australian Council of Healthcare Standards as well as relevant disability and aged care standards
- Demonstrated experience influencing positive change in complex organisational environments

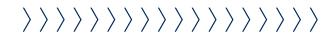
#### **KEY PERFORMANCE INDICATORS**

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.

Employe	ee Signatu	re					
Employe	ee Name ( <sub> </sub>	please prir	nt)				
	/	/					
Date							