



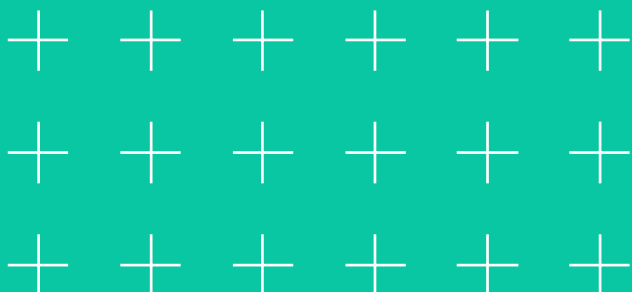
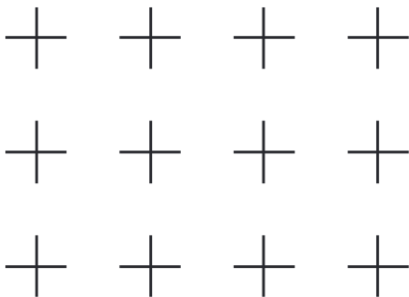
The Royal
Melbourne
Hospital

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Advancing
health
for everyone,
everyday.

Could this be you?

Join The Royal
Melbourne
Hospital Team



Position Description

Quality Improvement Consultant

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.

Advancing health for everyone, every day.

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

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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.

- 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
- Assist 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
- Oxygen 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.

Employee Signature

Employee Name (please print)

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Date _____