

POSITION DESCRIPTION

Quality Consultant

Supporting Everyone to be healthy and live well

PURPOSE OF THE ROLE

The Quality Consultant provides expert knowledge and leadership regarding safety, quality and clinical governance activities and supports the organisation in its pursuit of excellence.

Position Details	
Position Title:	Quality Consultant
Department	Quality, Risk and Innovation Unit
Reports to:	Director Quality Risk & Innovation
Positions Reporting to this role:	Nil
FTE:	0.8
Budget:	
Enterprise Agreement:	Dependent on qualifications
Position Classification:	Commensurate with qualifications and experience
Position Description last reviewed:	2024

Selection Criteria
Essential:
Qualifications: Tertiary qualifications in a health-related field or equivalent with extensive experience in an acute health service setting.
Highly developed interpersonal skills and demonstrated ability to engage and work collaboratively with managers and staff at all levels of the health service.
High level experience and sound knowledge of clinical governance, risk management, quality systems and accreditation processes.
Demonstrated experience in facilitating and leading critical incident investigations with a working knowledge of review methodology.
High level report writing skills with the ability to interpret, analyse and present data.
Advanced computer skills, such as Microsoft Excel, and an ability to adapt to new systems.
Experience in project management and improvement methodology.
Highly developed work organisation with the capacity to manage competing priorities, respond to emerging needs and work toward specific targets and deadlines.
The ability to work effectively and collaboratively as part of a team.
Satisfactory evidence of; National police check, Working with Children's Check and Vaccination status in line with policy and procedure at this time.
Desirable:
Education and training skills
Proficiency in use of patient and quality management software applications (VHIMS/RiskMan; PFM; iPM and PROMPT)
Intermediate skills in Business Intelligence software (Power BI)

Key Accountabilities

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Provide support for clinical governance through collection, analysis, monitoring and reporting of data to support safe, effective, person-centred care and enable identification of opportunities for improvement.
Provide clinical support, guidance and advice in relation to patient safety and quality.
Produce high level reports that provide data analysis and improvement actions for governance meetings.
Support the organisational clinical audit program to enable the identification and implementation of improvement strategies.
Support the administration, application and monitoring of the organisational wide quality systems i.e. Prompt, RiskMan (VHIMs, Feedback, Quality Activities, Risk and Legislative Compliance).
Facilitate investigative reviews of serious adverse events and compliance with associated regulatory requirements. Provide support for the report writing and construction of recommendations arising from critical incidents.
Provide support, direction and guidance to NSQHS Standards Committees and leads and participate in preparation for organisational accreditation processes.
Participate in departmental and organisational meetings as required.
Development opportunity to act in Director role to cover leave.
Contribute to departmental and organisational quality and safety duties as required.

Organisational Responsibilities



Positively promote ERH within and externally to the organisation
Comply with the ERH and Victorian Public Sector Code (VPS) of Conduct
Each employee has a responsibility to comply and promote practices with all ERH policies and procedures and familiarise themselves with those relevant to their position
Comply with relevant registration bodies mandatory continuing professional development requirements
Carry out all work and interactions in alignment with the CARE values
Report all incidents and near misses as soon as possible after the event
Participate in risk management activities and assist with identification and control of risks within their department or area of work
Actively support compliance with the National Safety & Quality Health Service Standards and other professional standards and relevant regulatory requirements

CARE Values




All staff are expected to behave in a way that is in alignment with our corporate values:	
Collaboration 	Works with a team focus Cooperates with others and gains input and support to assist in achieving objectives We work with others to achieve shared goals
Accountability 	Monitors the impact of one's own behaviour on others Supports a "no-blame" culture in reporting incidents and helping to effectively resolve them

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Respect 	Treats people fairly and openly Treats people with dignity Demonstrates personal standards of consistency, tolerance and patience
Excellence 	Consistently supports and follows organisational policies and procedures Actively participates in identifying opportunities to improve what we do

Key Relationships	
Internal	External
All ERH Staff	Loddon Mallee Shared Services
	Safer Care Victoria
	VAHI
	ACHS
	Health Round Table

Leadership Capabilities					
The table below indicates the leadership capability levels required. This table will need to be read in conjunction with the ERH Leadership Capability Framework.					
✓ PLEASE USE A TICK ICON TO INDICATE REQUIRED LEVEL					
Category	Descriptors	Foundation	Proficient	Advanced	Highly Advanced
Collaboration 	Inspires direction & purpose		✓		
	Turns challenges into opportunities		✓		
	Communicates effectively			✓	
	Builds relationships			✓	
	Works collaboratively			✓	
Accountability 	Acts with integrity		✓		
	Demonstrates accountability		✓		
	Drives accountability			✓	
	Manages self			✓	
	Promotes innovation			✓	
Respect 	Accessible communicator		✓		
	Values difference		✓		
	Consistently articulates direction			✓	
	Empowers others			✓	
	Respectfully influences			✓	
Excellence	Delivers results		✓		
	Plans and prioritises		✓		
	Thinks and solves problems				✓

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	Consumer focus		✓		
	Innovation change leader		✓		

TERMS & CONDITIONS OF EMPLOYMENT:

Terms and conditions are in accordance with the Letter of Offer and Contract of Employment.

I acknowledge that I have received a copy of this position description. I have read (or have had read to me) and understand the requirements of this position. I agree to work in accordance with this position description.

Signed: _____ Date: / /

Print Name: _____

cc: Employee File