

# POSITION DESCRIPTION

Quality Consultant Team Lead Risk & Compliance

*Supporting Everyone to be healthy and live well*

## PURPOSE OF THE ROLE

The Quality Consultant, Team Lead, Risk & Compliance role 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 Team Lead Risk & Compliance
Department	Quality, Risk and Innovation Unit
Reports to:	Director Quality Risk & Innovation
Positions Reporting to this role:	3
FTE:	0.8
Budget:	
Enterprise Agreement:	Dependent on qualifications
Position Classification:	Commensurate with qualifications and experience
Position Description last reviewed:	2025

Selection Criteria
<b>Essential:</b>
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
<b>Desirable:</b>
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)

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<b>Key Accountabilities</b>
As Team Leader of the Risk and Compliance team, oversee the activities within the risk and compliance portfolio
Provide training and coaching of Risk and Compliance team members to achieve the goals of the QRI unit and keep track of progress towards those goals
Ensure effective management of the Risk and Compliance team including HR issues, such as performance review, training and development
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. Participate in preparation for organisational accreditation processes
Provide clinical support, guidance and advice in relation to patient safety and quality
Liaise with HealthLegal/Law Compliance to ensure the legislative compliance tool is regularly updated and ERH is fully informed of key changes
Assist in the regular review of the operational risk register in light of emerging risks both internal and external to the organisation
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
Provide administrative oversight for all VHIMS/RLDatix system, ensuring local user access and configuration
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 to NSQHS Standards Committees as required
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



<b>Organisational Responsibilities</b>
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

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CARE Values	
All staff are expected to behave in a way that is in alignment with our corporate values:	
<b>Collaboration</b> 	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
<b>Accountability</b> 	Monitors the impact of one's own behaviour on others Supports a "no-blame" culture in reporting incidents and helping to effectively resolve them
<b>Respect</b> 	Treats people fairly and openly Treats people with dignity Demonstrates personal standards of consistency, tolerance and respect
<b>Excellence</b> 	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

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
<b>Collaboration</b> 	Inspires direction & purpose			✓	
	Turns challenges into opportunities		✓		
	Communicates effectively			✓	
	Builds relationships			✓	
	Works collaboratively		✓		
<b>Accountability</b> 	Acts with integrity		✓		
	Demonstrates accountability		✓		
	Drives accountability			✓	
	Manages self			✓	
	Promotes innovation			✓	
<b>Respect</b>	Accessible communicator			✓	
	Values difference		✓		
	Consistently articulates direction		✓		

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	Empowers others		✓		
	Respectfully influences		✓		
<b>Excellence</b>	Delivers results		✓		
	Plans and prioritises		✓		
	Thinks and solves problems			✓	
	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