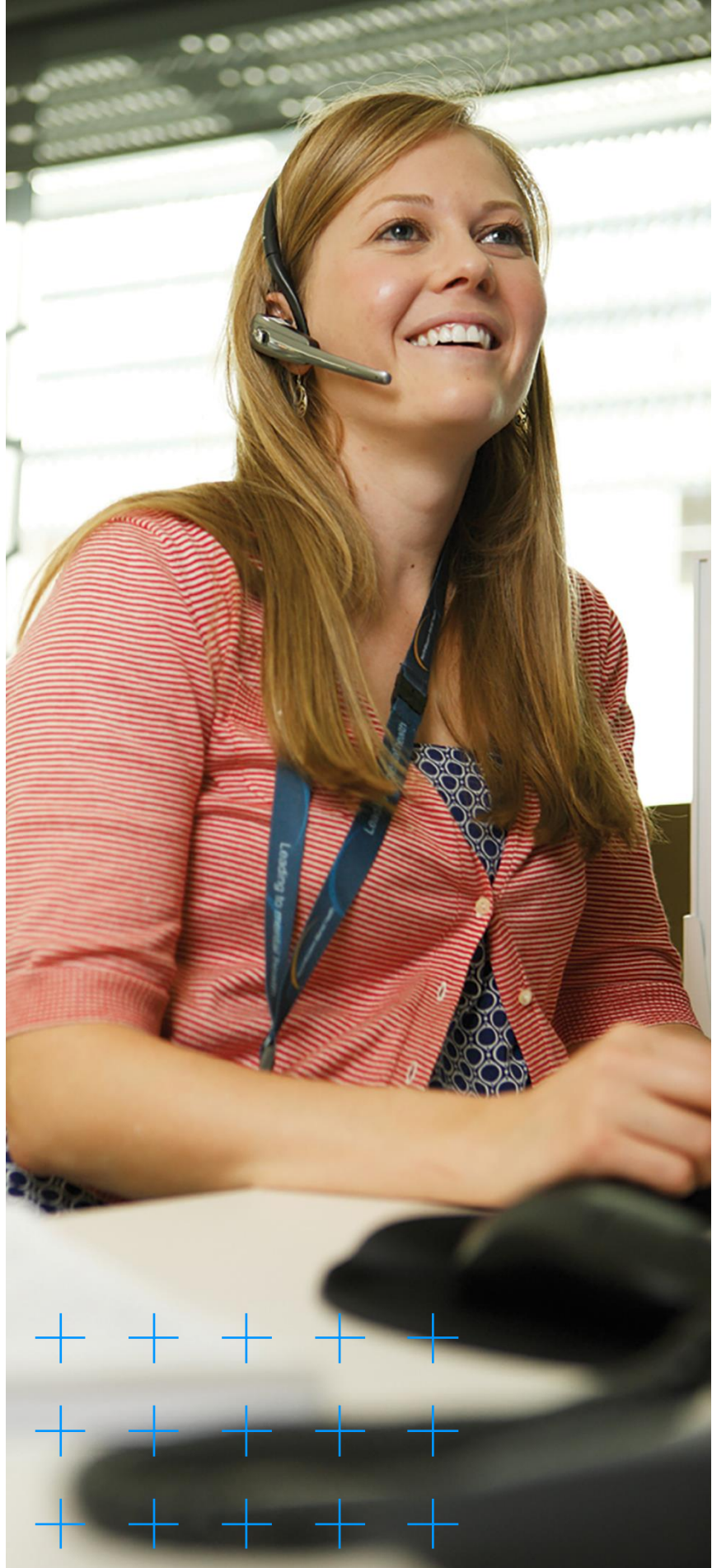




**The Royal
Melbourne
Hospital**

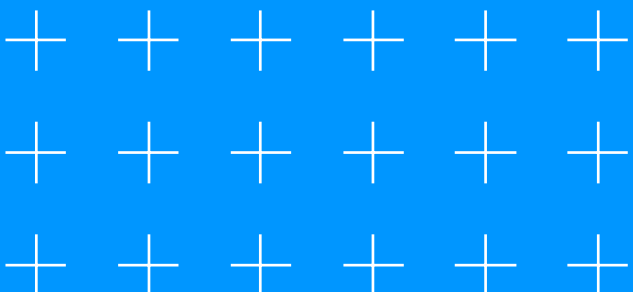
**Advancing
health
for everyone,
every day.**

**Join The Royal
Melbourne Hospital**



Position Description

**Quality Improvement Consultant
(QIC)**





About The Royal Melbourne Hospital

As one of Victoria's largest public health services, The Royal Melbourne Hospital (RMH) provides a comprehensive range of specialist medical, surgical, and mental health services; as well as rehabilitation, aged care, outpatient and community programs. We are a designated state-wide provider for services including trauma, and we lead centres of excellence for tertiary services in several key specialties including neurosciences, nephrology, oncology, cardiology and virtual health.

We are surrounded by a Parkville Precinct of brilliant thinkers, and we are constantly collaborating to set new benchmarks in health excellence - benchmarks that impact across the globe. While the work we do takes us in inspiring new directions; caring for each other, our patients and consumers is as essential to who we are, as any scientific breakthrough we make.

Our people of more than 10,000 strong, embody who we are and what we stand for. We're here for when it matters most, and we'll continue to be the first to speak out for our diverse community's wellbeing and for delivering excellence together, always.

Our Vision

Advancing health for everyone, every day.

The Melbourne Way

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



People are at the heart of everything we do. We take the time to understand how we can make the most positive difference for them.

Lead with Kindness



Our care and compassion sets us apart. We lead the way with a respectful, inclusive spirit — embracing the things that make us all unique.

Excellence Together



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.

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 (QIC)
Service:	Mid West Area Mental Health Service (MWAMHS)
Location:	Sunshine
Reports To:	Area Manager/Director of Clinical Services
Enterprise Agreement:	Victorian Public Mental Health Services Enterprise Agreement 2016–2020
Classification:	YC92 Grade 5
Immunisation Risk Category:	Category C
Date of Review:	September 2021

Position Purpose

- The role of the Quality Improvement Consultant is to contribute to the processes that guide the area mental health service towards continuous improvement in all aspects of service planning, management and delivery.
- The Quality Improvement Consultant's area of responsibility is to co-ordinate the quality and accreditation processes under the National Safety and Quality Health Service Standards
- The key role of Quality Improvement Consultant is to coordinate the development and implementation of a program of quality and performance improvement activities across MWAMHS and monitor its ongoing effectiveness and relevance. The position will actively develop and promote the direction of quality improvement program and foster a culture of quality and safety within MWAMHS with emphasis on consumer and carer focused services and outcomes

Department Description

- The Mid West Area Mental Health Service (MWAMHS) is situated in a growth corridor where continuous development, service expansion and innovative new programs are on the rise. We provide a comprehensive range of mental health services to adults aged between 16-65 who reside in the local government areas of Brimbank, Melton and parts of Hume (Sunbury/Bulla).
- As a values-based service, where the needs of consumers and their loved ones are priority, we deliver a range of services through our bed based services: Sunshine Adult Acute Inpatient Unit (SAAPU), Adult Mental Health and Rehabilitation Unit (AMHRU), Emergency Mental Health, Community Care Unit, Prevention and Recovery Care Service (PARC), our non-bed based services such as Emergency Mental Health, Consultation Liaison, Perinatal Mental Health, Hospital Outreach Post-Suicidal Engagement (HOPE), Child and Adolescent Psychiatry Service and our two community programs.
- We will also be opening a new Women's PARC in 2022 and two new 26-bed inpatient units in 2023.
- Working within our catchment area allows for challenging and rewarding careers, where teamwork, flexibility and achievement are apparent in everything we do. We recognise that it takes a team to run a successful service and we value and support all of our team members. Join our team and embrace the opportunity to work with consumers and carers of all ages and cultural backgrounds.

Key Accountabilities – Position Specific

Here is a bulleted item Foster a culture of continuous improvement within MWAMHS through:



Quality improvement systems

- Co-ordinate the quality improvement processes within each program
- Develop and implement improvement initiatives and ensure these are updated and recorded on the quality register
- Participate in activities for the wider organisation of NWMH to provide consistency across services and to streamline service provision
- Ensure that the quality improvement program is in line with the directions and strategies of NorthWestern Mental Health, Melbourne Health and Western Health.
- Chair MWAMHS Evaluation & Service Improvement Committee, and develop the agenda for this and the Clinical Risk Management Committee in conjunction with the Area Manager & DCS

Service evaluation and review

- Lead the accreditation process for MWAMHS in collaboration with NWMH and Melbourne Health
- Develop and coordinate the use of audit tools to enable service evaluation
- Manage and ensure utilisation of KPI reports at MWAMHS Executive Committees (Clinical Risk Management, Evaluation & Service Improvement, Executive (Operational))
- Gather, collate and analyse the minimum data set utilising defined template and timeframes
- Report and present outcomes of data analysis to MWAMHS Executive, MWAMHS Evaluation and Service Improvement Committee, MWAMHS Clinical Risk Management Committee, NWMH, WHS and DHS as required

Coordinate feedback from staff, consumer and carer groups

- Informal and formal complaints system are in place, monitored and reported
- Coordinate the stakeholder feedback processes
- Provide reports on all feedback activities in appropriate forums
- Assist in the development and monitoring of services and programs to meet consumer needs and ensure that planning and quality activities are sensitive to those needs (consumer feedback, consumer satisfaction and cultural sensitivity)
- Liaise with appropriate managers and staff, both within clinical and support services, to ensure effective co-ordination of service improvement activities

Facilitate the monitoring our performance framework across MWAMHS, through:

Quality objectives for improving performance are clearly defined and would include:

- Ensure compliance with NWMH improving performance objectives
- Use KPI's as monitoring tools
- Coordinate development of procedures and guidelines for the service and ensure compliance in conjunction with seniors of discipline; senior consultants and managers
- Ensure compliance with any DHHS and OCP initiated reviews
- Ensure useful data is collected and accessible for planning and improvement activities
- Provide expertise, coordination and support in the planning and implementation of clinical and non-clinical reviews.

Risks are managed and minimised:

- Contribute to a risk management strategy which would enable risk to be managed and minimised via MWAMHS Executive Committees (Clinical Risk Management, Evaluation & Service Improvement, Executive (Operational))
- Monitor and evaluate critical incident data
- Co-ordinates the in-depth case review (IDCR) process



- Continuous monitoring and implementation of serious incident review outcomes and recommendations to ensure improving performance

The planning and management of the service is influenced by an improving performance framework

- Contribute to the planning and management strategies of the service and ensure that the strategies are developed within an improving performance framework
- Participate in a range of committees and working groups within the service, NWMH, Melbourne Health and provide progress reports as required
- Ensure links are maintained between Area, NWMH, and community in order to activate required quality activities

Education on improving performance, the development of quality tools and implementation of an improving performance system is readily available and accessible to all staff

- Undertake to provide education sessions on improving performance systems and models to staff as required
- Act as a resource person for information on improving performance
- Carry out other duties as directed in accordance with industrial classification standards
- Exhibit behaviours reflective of Melbourne Health's values

Key Relationships

Internal

- Area Manager, Program Managers and Team leaders, Discipline Seniors, Consumer and Carer Consultants, Director of Clinical Services, Lead Consultants, Health Information Manager, Specialist Clinical Roles, NWMH Manager Quality and Innovation, Melbourne Health Transformation and Quality

External

- External Partners including but not limited to Drug Alcohol Services, Mental Health Community Support Services, Northern Health, Department of Health and Human Services, Primary Health and non-government agencies.

Key Selection Criteria

Formal Qualification(s) and Required Registration(s):

Registration with Australian Health Practitioner Regulation Agency (all disciplines except Social Work).

RPN: Bachelor Degree in Psychiatric/Mental Health Nursing or equivalent, or, Bachelor Degree in Nursing plus a Postgraduate qualification in Psychiatric/Mental Health Nursing recognised by the Nurses Board of Victoria.

Occupational Therapists - Registration with the Occupational Therapy Board of Australia and 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

Psychologists – Registration under the Health Professions Registration Act 2005 (Vic), possession of a Master's or Doctoral degree in clinical psychology and eligibility for membership of the A.P.S. College of Clinical Psychologists (Practice endorsement as a Clinical Psychologist with the Psychology Board of



Australia)

Other non-clinical qualifications relevant to quality and safety will also be considered

Essential:

A commitment to improving the way services are delivered for consumers and carers/family.

Excellent written and verbal communication, interpersonal and presentation skills, and an ability to apply these skills to a variety of stakeholders.

High level interpersonal, consultation and negotiation skills, including the ability to liaise effectively with a diverse range of stakeholders

Demonstrated knowledge of service evaluation frameworks and practical implementation.

Demonstrated experience influencing positive change in complex organizational environments.

The ability to work autonomously and to strict deadlines as well as contributing effectively as a team member within a multidisciplinary team environment.

Ability to work collaboratively with a wide range of people.

Demonstrated ability to initiate and drive processes/projects to their completion.

Highly developed organizational, time management, problem solving and conflict resolution skills.

Demonstrated analytical and conceptual skills

Ability to review and analyse quantitative and qualitative data and compile appropriate reports

Understanding of the application of quality principles and accreditation processes in mental health services

Understanding of the Mental Health Act (2014)

Demonstrated Microsoft Office proficiency, particularly Excel

Desirable:

Demonstrated skills and experience in database systems

A current driver's license

Required Capabilities

The Capability Development Framework applies to all The RMH employees and describes the capabilities that are needed to meet our strategic goals.

Below is a list of capabilities and the attainment level required in this position.

Capability Name	Attainment Level
Organisational savvy	Mastery
Communicating effectively	Mastery
Building relationships	Mastery
Patient and Consumer care	Mastery
Working safely	Mastery
Utilising resources effectively	Consolidation
Innovation, continuous improvement and patient safety	Mastery



Adaptability and resilience	Foundation
Integrity and ethics	Foundation
Delivering results	Mastery
Analysis and judgement	Mastery
Developing and managing skills and knowledge	Foundation

Health, Safety and Wellbeing

The RMH aims 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 to The RMH.

RMH employees have a responsibility to:

- Maintain an understanding of individual responsibility for patient safety, quality and risk and contribute to organisational quality and safety initiatives;
- Take reasonable care for their own safety and wellbeing and that of anyone else that could be affected by their actions;
- Speak up for the safety and wellbeing of patients, consumers, colleagues and visitors and escalate any concerns that have or could impact safety;
- Accept responsibility for ensuring the implementation of health and safety policies and procedures and cooperate with The RMH in any action it considers necessary to maintain a safe working environment which is safe and without risk.

RMH Employees in supervisory/management roles have, in addition to the above, responsibility to:

- Ensure all health, safety and wellbeing procedures are in place and maintained in their work areas;
- Ensure risk management activities are undertaken and effective risk controls are in place;
- Make sure that training needs for all employees are identified and undertaken as required;
- Ensure incidents are recorded, investigated and corrective actions implemented as far as is reasonably practical.

The RMH Key Performance Indicators

RMH employees are measured through successful:

- Demonstration of RMH values and behaviours, being a role model for living the values;
- Completion of mandatory training activities including training related to the National Standards;
- Participation in The RMH and Division/Service specific business planning process (if required);
- Achievement of RMH and portfolio specific KPI targets as they apply to areas of responsibility;
- Participation in and satisfactory feedback through the annual performance review process; and, where applicable, ensure direct reports have individual development plans including an annual review;
- Ability to provide a safe working environment and ensure compliance with legislative requirements concerning Occupational Health and Safety, anti-discrimination, and equal opportunity;
- Ability to operate within allocated budget (if required).

Clinical Governance Framework

RMH employees have a responsibility to deliver Safe, Timely, Effective, Person-Centred Care (STEP) by:

- Fulfilling roles and responsibilities as outlined in the Clinical Governance Framework;
- Acting in accordance with all safety, quality and improvement policies and procedures;



- Identifying and reporting risks in a proactive way in order to minimise and mitigate risk across the organisation;
- Working in partnership with consumers and patients and where applicable their carers and families;
- Complying with all relevant standards and legislative requirements;
- Complying with all clinical and/or competency standards and requirements and ensuring you operate within your scope of practice and seek help when needed.

Equal Opportunity Employer

The RMH is an equal opportunity employer. We are proud to be a workplace that champions diversity; we are committed to creating an inclusive environment for all people. Our goal is for our people to feel safe, included and supported so that they can be at their best every single day.



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 IN CAPITALS)

Date (day/month/year)