

Position Description

Position title	Quality Manager – Medical Imaging
Department / Division	Medical Imaging / Access and Clinical Operations
Classification	Allied Health Professionals Grade 4 Year 1 to Year 4 (AF31 – AF34) Health and Allied Services, Managers and Administrative Workers Grade 7 Level 1 to Grade 7 Level 5 (AO71–AO75)
Position reports to	Director of Medical Imaging
No. of direct & indirect reports	Nil
Location	The Royal Children's Hospital, Flemington Road, Parkville
Risk category	Category C - works in a non-clinical setting, non-patient facing setting and only attends clinical areas infrequently

The Royal Children's Hospital
The Royal Children's Hospital's (RCH) vision is A world where all kids thrive. RCH is located within the Melbourne Biomedical Precinct, with more than 45 world-class biomedical organisations and more than 50,000 of the brightest minds working together to make the Precinct number one in the Asia Pacific region for health, education, research, and training. Within this, RCH is also a cornerstone member of the Melbourne Children's Campus, partnering with Murdoch Children's Research Institute, The University of Melbourne Department of Paediatrics and The Royal Children's Hospital Foundation. Each organisation contributes to a paediatric academic health centre which is greater than the sum of its parts. RCH has cared for the children and young people of Victoria for more than 150 years since it was founded in 1870. A full range of paediatric and adolescent health services are provided plus tertiary and quaternary care for the most critically ill and medically complex patients in Victoria, Tasmania, southern NSW and other states around Australia and overseas. The RCH is the only provider of heart transplant services and CAR T-cell therapy for paediatrics in Australia. RCH is an effective advocate for patients and their families with a particular focus on vulnerable children and increasingly, mental health in young people. The hospital also supports many health promotion and prevention programs. The Hospital has more than 6,000 staff, a budget of \$850M, 12 wards and 350 beds. Annually, the RCH has 300,000+ Specialist Clinic appointments, 90,000+ Emergency Department presentations and 20,000 elective surgeries. We work collaboratively with hospitals to deliver the right care, in the right place, at the right time. The RCH is committed to the Child Safe Standards https://www.rch.org.au/quality/child-safety/. RCH enjoys high employee engagement and is committed to staff safety and a positive culture through enactment of our Compact. Further information on RCH is available at www.rch.org.au

ROLE PURPOSE

The Quality Manager – Medical Imaging Department (MID) ensures the delivery of safe, high-quality imaging services by leading the department's quality management framework. Reporting to the Director of Medical Imaging and working closely with the RCH Quality Unit, this role drives continuous improvement, oversees accreditation processes, and fosters a culture of safety and excellence. Through collaboration with internal and external stakeholders, the Quality Manager promotes sustainable quality systems that enhance patient care and operational performance.

KEY ACCOUNTABILITIES

Provision of Care

- Develop and implement a comprehensive quality plan for the Medical Imaging Department (MID) that meets DIAS and other relevant standards.
- Maintain and continuously improve quality systems documentation to ensure compliance with DIAS, NSQHS, and other regulatory requirements.
- Lead and oversee the internal audit program, including training and supervising auditors, to support accreditation readiness.
- Foster a culture of continuous quality improvement through education, engagement, and quality assurance initiatives.
- Coordinate accreditation processes, audits, and risk management activities to ensure timely compliance and service excellence.
- Drive evidence-based improvements in clinical outcomes through research, education, and collaboration with stakeholders.
- Ensure quality systems documentation aligns with RANZCR Standards of Practice for Diagnostic and Interventional Radiology.
- Provide oversight of quality systems, including quarterly and annual management reviews.

Continuous Improvement

- Identify areas for continuous improvement within clinical service area, and initiate, plan and evaluate relevant service improvement activities.
- Establish and monitor key performance indicators (KPIs) with clear targets and timelines for quality projects.
- Oversee asset management processes as part of accreditation and departmental audits.
- Demonstrate leadership in patient safety and clinical risk management by monitoring accreditation requirements, leading critical incident reviews, and implementing recommendations effectively.
- Introduce and embed new guidelines and protocols to maintain compliance and best practice standards.
- Build support for change at a local level, using influence to positively support team to embrace and adjust to change

Collaborative Practice

- Act as the primary liaison for all MID quality matters, maintaining strong relationships with internal and external stakeholders.
- Lead collaboration across multidisciplinary teams and programs to achieve shared quality and safety goals.
- Work proactively and autonomously while providing leadership and guidance to others in pursuit of team objectives.
- Partner closely with the RCH Quality team to align departmental initiatives with organisational priorities.
- Lead team member participation to ensure ongoing excellence in service delivery and teamwork.
- Establish and maintain effective working internal and external stakeholder relationships.

- Represent RCH or area on committees, assisting in the development of proposals to improve the service provision.
- Ensure timely and relevant reporting to internal stakeholders and external regulatory bodies.
- Foster collegiate relationships with external stakeholders.
- Participate in clinical supervision in accordance with local standard operating procedures and/or the RCH Allied Health Clinical Supervision Guideline which are based on the DHHS Allied Health Clinical Supervision Framework

Research

- Identify research gaps or opportunities within area of clinical expertise.
- Embed and share information on current best practice for area of clinical specialty.
- Operationalise research in clinical area.

QUALIFICATIONS AND EXPERIENCE

Essential:

- Relevant tertiary qualification in health, quality management, or related discipline.
- Demonstrated experience in providing high level advice to senior managers on a range of quality management matters.
- Demonstrated experience in quality systems management within a healthcare setting.

Desirable:

- Excellent knowledge of Microsoft office software.
- Demonstrated understanding of quality improvement methodology and application in a healthcare setting
- Strong knowledge of DIAS, NSQHS, and RANZCR standards.
- Sound understanding of medical imaging modalities, workflows, and associated clinical risks, including diagnostic and interventional radiology practices.
- Excellent communication and stakeholder engagement skills.

KEY SELECTION CRITERIA

- Proven ability to lead audits, accreditation processes, and quality improvement initiatives.
- Experience in developing and maintaining quality systems and documentation to meet regulatory standards.
- Ability to lead multidisciplinary teams and foster a culture of continuous improvement.
- Strong stakeholder engagement skills, with experience liaising across internal and external networks.
- Capacity to analyse complex compliance requirements and implement practical solutions.
- Ability to develop KPIs and monitor performance against quality objectives.
- High-level written and verbal communication skills for reporting, education, and influencing change.
- Demonstrated ability to implement new guidelines and protocols effectively.

OTHER REQUIREMENTS

- Employees are required to undertake a National Criminal Record Check and a Working with Children Check prior to commencing employment
- Employees are required to maintain a valid Working with Children Check throughout their employment
- A current, full driver's licence for the State of Victoria which is appropriate for the type of vehicle being driven, and comply with any restrictions on their licence (e.g. wearing glasses) while undertaking hospital duties (If applicable)
- Employees are required to maintain compliance with RCHs "Staff Immunisation - Prevention of Vaccine Preventable Diseases" procedure.

IMPORTANT INFORMATION

All employees are required to adhere to the Royal Children's Hospital Values:

- Curious - We are creative, playful and collaborative
- Courageous - We pursue our goals with determination, ambition and confidence
- Inclusive - We embrace diversity, communicate well, build connections and celebrate our successes together
- Kind - We are generous, warm and understanding

RCH COMPACT

All new and existing employees commit to the RCH Compact to contribute to a strong and respectful culture.

- We do better work caring for children and families when we also care for each other
- I bring a positive attitude to work – I share, I laugh, I enjoy other's company
- I take responsibility for my behaviour and its impact on others
- I am curious and seek out ways to constantly learn and improve
- I celebrate the good stuff, the small stuff, the big stuff – it all matters
- I speak up when things aren't right
- I value the many different roles it takes to deliver great patient care
- I actively listen because I want to understand others and make better decisions
- I am inclusive and value diversity
- When it comes to teamwork, I don't hold back – I'm all in

QUALITY, SAFETY AND IMPROVEMENT

RCH employees have a responsibility and accountability to contribute to the organisation's commitment to Quality, Safety and Improvement by:

- Acting in accordance and complying with all relevant Safety and Quality policies and procedures
- Identifying risks, reporting and being actively involved in risk mitigation strategies
- Participating in and actively contributing to quality improvement programs
- Complying with the requirements of the National Safety & Quality Health Service Standards
- Complying with all relevant clinical and/or competency standards
- Complying with the principles of Patient and Family Centred Care that relate to this position

The RCH is committed to a diverse and inclusive workforce. We encourage applications from Aboriginal and Torres Strait Islander people, people from culturally and/or linguistically diverse backgrounds, all members of the LGBTQI community and people with disability.

Position description last updated	December 2025
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INHERENT REQUIREMENTS OF THIS ROLE		
There are a number of critical work demands (inherent requirements) that are generic across all positions at The Royal Children's Hospital. The generic inherent requirements for this position are detailed below. These may be added to with more specific inherent requirements, if required, by your manager and Workplace Health & Safety.		
Physical Demands		Frequency
Work Hours	This role is typically performed during standard business hours	Yes
	This role requires shift work, including day, afternoon, night & weekends	Rare
	This role is required to participate in an on-call roster	Rare
Sitting – remaining in a seated position to complete tasks		Prolonged/Constant
Standing – remaining standing without moving about to perform tasks		Frequent
Walking – floor type even, vinyl, carpet		Frequent
Lean forward/forward flexion from waist to complete tasks		Occasional
Trunk twisting – turning from the waist to complete tasks		Rare
Kneeling – remaining in a kneeling position to complete tasks		Rare
Squatting/crouching – adopting these postures to complete tasks		Rare
Leg/Foot movement – to operate equipment		Rare
Climbing stairs/ladders – ascending/descending stairs, ladders, steps		Rare
Lifting/Carrying	Light – less than 5 kilos	Rare
	Moderate – 5-10 kilos	Rare
	Heavy – 10-20 kilos	Rare
Push/Pull of equipment/furniture	Light forces – less than 10 kilos	Rare
	Moderate forces - 10-20 kilos	Rare
	Heavy forces – over 20 kilos	N/A
Reaching – arm fully extended forward or raised above shoulder		Rare
Head/Neck Postures – holding head in a position other than neutral (facing forward)		Prolonged/Constant
Sequential repetitive actions in short period of time	Repetitive flexion & extension of hands, wrists & arms	Prolonged/Constant
	Gripping. Holding, twisting, clasping with fingers/hands	Prolonged/Constant
Driving – operating any motor-powered vehicle with a valid Victorian driver's licence		N/A
Sensory Demands		
Sight – use of sight is integral to most tasks		Prolonged/Constant
Hearing – use of hearing is integral to most tasks		Prolonged/Constant
Touch – use of touch is integral to most tasks		Prolonged/Constant

Psychosocial Demands	
Observation skills – assessing/reviewing in/outpatients	Prolonged/Constant
Problem solving issues associated with clinical and non-clinical care	Prolonged/Constant
Attention to detail	Prolonged/Constant
Working with distressed patients and families	Frequent
Dealing with aggressive and uncooperative people	Rare
Dealing with unpredictable behaviour	Rare
Exposure to distressing situations	Occasional

Definitions used to assess frequency of tasks/demands as above	
Prolonged/Constant	71-100% of time in position
Frequent	31-70% of time in position
Occasional	16-30% of time in position
Rare	0-15% of time in position
Not Applicable	