

Position Description

Position title	Associate Director, Quality
Department / Division	Quality / Nursing and Allied Health
Classification	Grade 8 Level 1 – Grade 8 Level 5 (AO81 – AO85)
Position reports to	Operational & Professional: Director Quality
No. of direct & indirect reports	EFT 5
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 CONTEXT
The Associate Director Quality is a member of the senior leadership team reporting to the Director of Quality, within the Nursing and Allied Health division. These three newly created roles have been created through the recent restructure of the Quality department with each Associated Director Quality leading one of the three quality streams: clinical excellence, patient safety and patient experience.

The Associate Director role will provide support to the Director of Quality, lead and build the capability of their team, coordinate and prioritise the work within their quality stream, and strengthen collaboration with clinical and corporate divisional partners.

ROLE PURPOSE

The Associate Director, Quality is a senior leader and will be responsible for the leadership of a team within the Quality department and accountable to outputs that support the RCH quality systems, including continuous improvement.

As the Associate Director Quality, you will provide leadership across the domains of patient safety, patient experience and clinical excellence with a specific focus on key strategic and operational excellence factors that support high quality, safe care at the RCH.

Reporting to the Director of Quality, the Associate Director Quality will ensure their team contributes to the effectiveness of the RCH clinical governance framework and drive contemporary patient safety excellence across the RCH.

Partnering with clinical and corporate divisions, the Associate Director Quality will oversee the clinical quality and safety systems, functions and committees assigned to their portfolio and promote building the capability of local teams to monitor key performance indicators and alignment of improvement initiatives to enhance patient outcomes.

An essential function will be for the Associate Director to work in close partnership with the other Associated Directors in the Quality department (Associate Director Patient Safety, Associate Director Patient Experience and Associate Director Clinical Excellence).

KEY ACCOUNTABILITIES

Customer Service / Stakeholder management

- Establish and maintain effective internal and external stakeholder relationships.
- Work in collaboration to support the quality systems within the assigned clinical operational and corporate division and across the multidisciplinary teams.
- Represent the Quality department on committees, assisting in the development of proposals to improve the service provision.
- Ensure training is available and delivered to staff to support building of understanding and capability in working within the quality and safety systems across the RCH.
- Ensure that consumer participation and improvement co-design is considered and accessed in the clinical governance structures and in the development of all RCH quality and safety activities.
- Work with key stakeholders to ensure that implementation and evaluation of patient and family centred care across all areas of RCH as part of the RCH Quality Plan, including education of staff and consumers with regard the principles and application of patient and family centred care and trauma informed care.

Administration

- Manage workflow, assignments, and reporting to ensure timely escalation, completion and follow up of actions to ensure outcomes are achieved.
- Identify opportunities for innovation and contribute to the development of appropriate project briefs, reports and business cases.
- Support the development and implementation of policies and procedures as relevant to the portfolio.

- Oversee and develop clinical quality and safety metrics to enhance and support clinical governance at the RCH.
- Ensure that data is used from the clinical risk management system, clinical systems and consumer feedback processes to inform variation and opportunities for improvement projects, updating of the Quality division risk register, alignment to the RCH clinical governance framework and quality plan and to monitor clinical quality and safety outcomes.

Quality

- Develop and improve operations to ensure ongoing sustainability and service delivery efficiencies by managing process improvements, identification, and implementation of strategic objectives in accordance with the RCH Strategic Plan.
- In collaboration with clinical teams and the assigned clinical and corporate division, support the functions of clinical investigation, consumer engagement and complaint management, clinical excellence and maintenance of relative procedures and continuous improvement as informed by data.
- Contribute to and lead, relative to portfolio responsibilities, service-wide reporting and compliance with legislative and policy requirements.
- Contribute to compliance and improvement of operational data systems, quality measures and reporting requirements.
- Work collaboratively with internal and external services, such as, Safer Care Victoria, Department of Health Victoria, Complaints Commissioner, Mental Health Wellbeing Commission and Children's Health Australasia.
- Hold accountability for leading, developing and meeting reporting requirements, relative to portfolio responsibilities including the committee papers under the auspice of the role.
- Support all accreditation related preparation and ongoing compliance monitoring and closure of variance gaps to ensure RCH is always accreditation ready.
- Monitor the status and work to improve the RCH wide clinical quality and safety metrics and hospital acquired complications (HACs) , including with reference to benchmarking performance with peers.

Leadership / Strategy

- Monitor the ongoing effectiveness of the Quality department operations and support initiatives to enhance the performance and maturity of quality systems and team performance.
- Review and maintain policies, procedures, and clinical guidelines, ensuring the system supports monitoring and measurement of compliance with same and ensuring compliance with relevant standards and legislation.
- Review committees that relate to the RCH Quality Management framework to ensure alignment to the RCH Strategic Plan on an annual basis or as required and coordinate the agendas for the RCH Board Quality Committee and RCH Quality and safety Committee.

Teamwork & supervision level & People Management

- Develop and foster a culture that encourages positive working relationships, a safe workplace, innovation and productivity improvement.
- Develop a high functioning team, which promotes flexibility, equity in workloads and development opportunities for all members to engage in the breadth of quality and safety governance and systems.
- Lead and work within a multidisciplinary team, promoting and ensuring adherence to RCH Values and the Compact by all staff to build and sustain a positive workplace culture.
- Provide professional supervision to those within the reporting line , including conducting regular performance appraisals, managing leave and other HR functions according to RCH policies and procedures.

Financial Management

- Support the Director in effective budget management supporting key performance indicators and savings targets.

QUALIFICATIONS AND EXPERIENCE

Essential:

- Demonstrated leadership at a senior level within a tertiary healthcare setting.
- Postgraduate qualifications in a related field (preferably at Masters level).
- Relevant industry experience and proven ability in building high functioning teams.
- Experience and knowledge of quality frameworks, regulations and the National quality and safety standards.
- Demonstrated experience in quality improvement methodology and leading complex change management.
- Excellent communication (verbal and written), preparation of briefing reports and presentation skills.
- High level negotiation and interpersonal skills.
- Demonstrated leadership, including the ability to manage and lead projects, including support of implementation translation and sustainability.
- Demonstrated ability to achieve broad objectives operating within complex organisational structures, utilising high level liaison skills with internal and external stakeholders.
- Excellent organisational and time management skills with the ability to balance workload and competing demands and conflicting priorities.
- Excellent verbal communication and interpersonal skills with the ability to interact with and influence a variety of stakeholders to achieve mutual understanding and agreed outcomes.
- Ability to develop individuals and build high functioning teams.

Desirable:

- Experience in risk management.
- Experience in National Standards accreditation processes.

KEY SELECTION CRITERIA

- Strategic leadership.
- Highly development communication skills.
- Ability to conceptualise complex problems and align change management initiatives from inception to practice translation.
- Highly motivated and solution focused.
- Ability to empower and develop high functioning teams.
- Resilient with the ability to balance and manage high workloads and competing priorities.

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 LGBTIQI community and people with disability.

Position description last updated

February 2024