

Position Description

Position title	Director, Quality and Improvement
Department / Division	Quality and Improvement / Nursing and Allied Health Services
Classification	AO99
Position reports to	Executive Director, Nursing & Allied Health Services and Chief Nursing Officer
No. of direct & indirect reports	25 (all inclusive)
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
<p>The Royal Children's Hospital's (RCH) vision is <i>A world where all kids thrive</i>.</p> <p>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.</p> <p>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.</p> <p>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/.</p> <p>RCH enjoys high employee engagement and is committed to staff safety and a positive culture through enactment of our Compact.</p> <p>Further information on RCH is available at www.rch.org.au</p>

ROLE PURPOSE
<p>The Director, Quality and Improvement is a senior leader responsible for the strategic focus and ongoing continuous improvement of the RCH quality and safety systems.</p> <p>Reporting to and work closely with the Executive Director of Nursing & Allied Health Services and Chief Nursing Officer, the Director is accountable for the effectiveness of the clinical governance framework and driving performance excellence. Through collaboration with divisional teams, the Quality and Improvement Director will</p>

oversee the clinical quality and safety committees and promote building the capability of local teams to monitor key performance indicators and alignment of improvement initiatives to enhance patient outcomes. The Director is the RCH contact for key external bodies and stakeholders, including Safer Care Victoria and the Australian Commission on Safety and Quality in Healthcare.

The Director will lead and manage all staff employed by the Quality and Improvement department.

KEY ACCOUNTABILITIES

Customer Service / Stakeholder management

- Establish and maintain effective working internal and external stakeholder relationships.
- Work in collaboration with clinical operational divisions and across multidisciplinary teams.
- Represent RCH and the quality department on committees, assisting in the development of proposals to improve the service provision.
- Ensure all staff are aware of and have access to VHIMs for the reporting and management of adverse event.
- Ensure that training is available and delivered to staff to support clinical risk management and to build this capacity throughout RCH.
- Ensure all consumer complaints are reviewed and responded to in a timely manner and that mutually acceptable outcomes result where possible.
- Actively contribute to the consumer participation plan.
- Work with the Family Advisory council to drive patient and family centred care at RCH.
- Ensure that consumer participation and improvement co-design is considered in the development of all RCH quality and safety activities.
- Ensure that consumer input is utilised to improve services to patients and that processes are in place to ensure that consumers participating in committees and other quality improvement activities are adequately trained and supported.
- Work with key stakeholders to ensure that implementation and evaluation of patient family centred care across all areas of RCH as part of the RCH Quality Plan, including education of staff and consumers about the principles and application of patient and family centred care.

Administration

- Manage workflow to ensure optimal outcomes within a timely manner.
- Identify opportunities for innovation and develop appropriate business cases.
- Develop and implement policies and procedures as required.
- Other duties as directed consistent with the employee's skill level and classification.
- Oversee and develop clinical quality and safety metrics to enhance and support clinical governance at RCH.
- Ensure that data is used from the clinical risk management system to inform the RCH risk register and quality plan and to monitor clinical quality and safety.

Quality

- Develop and improve operations to ensure ongoing sustainability and service delivery efficiencies by managing budgets, process improvements, identification, and implementation of strategic objectives in accordance with the RCH Strategic Plan.
- Maintain service-wide reporting and compliance with legislative and policy requirements.
- Oversee the maintenance, compliance and improvement of operational and data systems, quality measures and initiatives with other senior leaders.
- Enhance collaborative practices with other internal and external services, including key stakeholders from other professional disciplines.

- Hold accountability for leading, developing and meeting reporting requirements, including annual reports plans of RCH.
- In conjunction with executive, management, and quality unit staff, oversee all accreditation activities, ensuring that divisional and department contribute data and information as required and are aware of responsibilities in addressing recommendations from ACHS and other surveys.
- Monitor the progress of all RCH organisation wide clinical quality and safety activities.
- Provide support for the activities of the New Technologies and clinical practices committee including ensuring compliance with monitoring of NTCPs that are introduced.

Leadership / Strategy

- Consultation, development, and implementation of the annual quality and improvement plan.
- Monitor the ongoing effectiveness of the quality department operations and drive 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, financial responsibility, innovation and productivity improvement.
- People management and administration including recruitment, credentialing, variations, leave, and terminations, ensuring accuracy of employment terms.
- Promote and develop a dynamic, flexible, resilient, and skilled quality team, through effective staff management, professional development opportunities and the coordination of the recruitment of new staff.
- 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.
- Develop a clinical audit framework for RCH to support staff within divisions and across RCH to monitor and measure clinical effectiveness and risk.
- Provide professional supervision to all members of the quality unit, including conducting regular performance appraisals, managing leave and other HR functions according to RCH policies and procedures.

Financial Management

- Manage finances, invoicing, payroll, and budget requirements, providing explanation for variables and solutions to ensure effective budget management, expenditure and revenue supporting key performance indicators and savings targets.
- Manage the Quality Unit budget and any special purposes funds and grants associated with Quality unit business, including the Family Advisory Support officer cost centre

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).
- Extensive relevant industry experience and proven ability in building high functioning teams.
- Extensive experience and knowledge of quality frameworks, regulations and 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.

Desirable:

- Experience in risk management
- Experience in project management

KEY SELECTION CRITERIA

- Demonstrated ability to achieve broad objectives operating within complex organisational structures, utilising high level liaison skills with internal and external stakeholders.
- Demonstrated management and leadership skills, including the ability to manage and lead projects and initiatives.
- Demonstrated experience in leading people and programs at a strategic and operational level.
- 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.
- Demonstrated experience with implementing organisational-wide change initiatives, including transformation of work practices and service delivery models.
- Demonstrated experience in financial management, budget development and reporting.
- Demonstrated ability to manage and maintain a strong business relationship with stakeholders.

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

September 2023