

Position Description

Position title	Quality Project Coordinator
Department / Division	Quality Department / Nursing Services
Classification	Grade 5 Level 1 – Grade 5 Level 5 (AO51 – AO55)
Position reports to	Director Quality
No. of direct & indirect reports	NA
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 CONTEXT
<p>The Quality Department sits within the division of Nursing Services and supports the core functions of the RCH Clinical Governance Framework. The Department oversees the management of adverse patient safety events, patient and family experience and the work of the National Safety and Quality in Health Service (NSQHS) Standards committees, including the Executive Quality and Safety Committee and Patient Safety Committee. The Quality</p>

Department is also responsible for the support of quality systems such as the Victorian Health Incident Management System (VHIMS), the policy, procedure and guideline system (Prompt) and the audit program at RCH. The Quality Department strives to ensure a just culture and learning culture to support high quality safe care.

ROLE PURPOSE

The Quality Project Coordinator is responsible for supporting the planning, design, implementation and evaluation of projects that support high quality safe care, including the project management for the implementation of new quality systems. This position is also responsible for providing advice to the Quality Department leadership and support to the RCH Executive, senior leaders and staff on matters relating to patient safety, patient experience and clinical excellence.

KEY ACCOUNTABILITIES

Stakeholder management

- Build and maintain effective and collaborative working relationships across the division and with internal and external stakeholders.
- Provide advice to the Quality Department leadership and support to the RCH Executive, senior leaders and staff on specific projects.
- Identify and communicate with Quality Department leadership opportunities for collaboration and alignment of related initiatives to drive high quality, safe care.
- Facilitate and co-ordinate the orientation and training required for RCH staff in the use of specific Quality systems.

Administration

- Coordinate administrative workflows to ensure optimal outcomes within prescribed timelines.
- Create and maintain efficient administrative processes for report preparation, presentations and data management within the Quality Department.
- Prepare timely and accurate briefing papers and reports for the RCH Executive and Board as and when required.

Leadership

- Actively support organisational readiness for short notice National Safety and Quality Health Service accreditation.
- Provide technical leadership in area of expertise.
- Assist with the implementation of key organisation priorities to support quality systems across RCH as directed by Director Quality.

Quality

- Actively promote, support and embed a just culture and continuous improvement.
- Lead the ongoing development, review, documentation and maintenance of administrative processes and improved communication mechanisms.
- Actively participate and contribute to continuous improvement and continuing education opportunities.
- Other duties as directed and consistent with the employee's skill level and classification.

QUALIFICATIONS AND EXPERIENCE

Essential:

- Tertiary qualification with a minimum of 4 years' experience in the field along and/or relevant industry experience
- Demonstrated experience in project management or similar role.

- Demonstrated ability to build effective working relationships with a range of internal and external stakeholders, and commitment to lead and work effectively as part of a team.

Desirable:

- Formal qualification in quality improvement or project management.
- An understanding of the healthcare sector.

KEY SELECTION CRITERIA

- Demonstrated experience in project management, development and implementation.
- Demonstrated ability to build and maintain effective working relationships with divisional colleagues and stakeholders from across the organisation.
- Demonstrated ability to respond flexibly to the needs of stakeholders and develop strategic and practical solutions to problems.
- Excellent organisational and planning skills with ability to prioritise workload and competing demands.
- Excellent communication skills and attention to detail with the ability to prepare accurate, objective and timely advice, briefings and reports to support decision making.
- Demonstrated ability to work with initiative and autonomy in the pursuit of team goals.
- Ability to handle confidential and sensitive information with discretion.
- Critical analysis, systems and strategic thinking skills.
- Demonstrated ability to build effective working relationships with a range of internal and external stakeholders, and commitment to lead and work effectively as part of a team.
- Demonstrated experience working with initiative, autonomy and leading others in the pursuit of team goals.
- Actively promote, support and embed a culture of safety and continuous improvement.
- Role model a work environment that supports self-accountability and responsibility for decision making.
- Highly developed organisational and planning skills with ability to prioritise workload and competing demands.

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

August 2025