

Position Description

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| Position Title | Chief Quality Officer / Chief Nursing and Midwifery Officer |
| Position Number | 30010182 |
| Division | Quality and Risk |
| Reports to | Chief Executive Officer |
| Management Level | Tier 1 - CEO Executive |
| Staff Capability Statement | Please click here for a link to staff capabilities statement |
| Mandatory Requirements | <ul style="list-style-type: none"> • National Police Record Check • Working with Children Check • National Disability Insurance Scheme (NDIS) Check • Registration with Professional Regulatory Body or relevant Professional Association • Drivers Licence • Immunisation Requirements |

Bendigo Health

Bendigo Health is a leading regional health service, learn more about us by visiting our website: [Bendigo Health Website - About Bendigo Health](#).

As an organisation we are committed to delivering safe, inclusive and high-quality care to our diverse communities across the Loddon Mallee Region. We value and respect the unique backgrounds, cultures and experiences of the people we serve and those who work with us.

We are a proud child safe organisation, dedicated to the safety, wellbeing and voice of all children and young people. We are committed to creating a culturally safe and welcoming environment where Aboriginal and Torres Strait Islander peoples—adults, children and families—are respected, supported and empowered to express and celebrate their culture.

Our Vision

To be a trusted regional healthcare service recognised for delivering exceptional care, being a great place to work and being deeply connected to our community.

Our Values

PASSIONATE – We are passionate about doing our best

ACCOUNTABLE – We take ownership of our actions and outcomes

CARING – We care deeply for our community

TRUSTWORTHY - We are open, honest and respectful

All staff at Bendigo Health should have, or aspire to the personal qualities, knowledge and skills as described in the Bendigo Health Staff Capabilities Statement. Refer to link at top of page.

The Quality & Risk Division

Quality and Risk provides leadership and support for quality, compliance, risk, patient safety, consumer experience and engagement and improvement and innovation across the organisation.

The division has responsibility for overseeing the risk management framework and compliance to various accreditations and legislative requirements and to ensure improvements are undertaken through our responses to recommendations arising from assessments. There is a strong strategic and operational focus of promoting and advancing continuous improvement, partnering with consumers, and supporting the organisation to review incidents, data and systems to improve patient outcomes and efficiency of the business.

The division collaboratively provides high quality clinical governance support and advice, both internally and when supporting health services in the Loddon Mallee Health Services Network.

The Position

The Chief Quality Officer is responsible for leadership and professional governance of matters relating to patient safety and quality, clinical governance and risk management, along with professional oversight for all Nurses and Midwives at Bendigo Health.

The position works collaboratively with senior leadership to address the needs of consumers, staff and key stakeholders across a range of initiatives and processes to embed a culture focused on safety, quality and excellent care.

The purpose of this position is to:

- Provide exemplary leadership and development of Nurses and Midwives across all areas of Bendigo Health.
- Role model Lifelong learning and patient advocacy.
- Provide effective leadership, management, direction and development of quality activities across Bendigo Health to ensure the patient/client/resident receives a positive experience of services of excellence.
- Manage the directorates and functions of Quality and Compliance, Consumer Experience and Engagement, Improvement and Innovation, Risk and Patient Safety, Infection Prevention and Control along with Aboriginal Services and Diversity and Health Promotion and any other areas allocated from time to time.
- Advise the Chief Executive on other matters relevant to the areas of responsibility.
- Actively participate as a key member of the Bendigo Health Executive Team and support colleagues in ensuring high performance of the Executive as a functional team.

Executives at Bendigo Health are an integral part of the health care service team, providing leadership and direction to the organisation. An executive at Bendigo Health should have, the personal qualities, knowledge and skills as described in the Bendigo Health Staff Capabilities Statement. Refer to link at top of page.

Responsibilities and Accountabilities

Strategic alignment

Leadership

This position will be responsible for ensuring that the team is equipped to deliver strategic goals of the organisation by managing, coaching and supporting direct reports.

Deliver Results

This position will be required to contribute to the organisational strategic planning process by planning, setting and monitoring clear targets for the team plan and ensuring that projects are linked to the goals of the organisations strategic plan.

Service Excellence

As part of working as one this position will contribute to providing a standard of excellence in customer service. This will be measured internally via staff surveys and externally via customer and community feedback to ensure that the organisation is delivering professional and efficient customer service.

Financial accountability

Analysis and Problem Solving

- This position will contribute to all clinical/ non-clinical reporting including qualitative and quantitative analysis as required accurately and within time constraints.

Compliance

- This position will comply with all delegated authorities and limits and actively communicate any problems, changes or issues that senior management should be aware of. It will also be conscious of the quality, risk, OH&S and other legislative requirements there are when implementing systems, processes and practices.

Innovation

- This position will demonstrate strong problem-solving skills, including the ability to develop new processes and make improvements to processes and services.

People management accountability

Communicate with influence

- This position will assist in driving towards the development of a high-performance culture through strong leadership. It will meaningfully interpret and communicate the organisations strategic direction and assist to create innovative work practices to assist staff with the change process.

Performance Management

- This position will provide regular supervision, training opportunities, coaching, mentoring and guidance to its direct reports. The incumbent will ensure that the annual performance reviews for its direct reports are completed on time. This includes being responsible for addressing issues that negatively impact performance.

Collaboration

- This position will develop a collaborative and effective team by communicating meaningful information regularly.
- The position will also manage professionally and in a timely manner any issues associated with working together such as dealing with differences, conflict, shared goals and team morale.

Technical/clinical accountability

This position is accountable/responsible for:

- Supporting and promoting the organisations vision, values and strategy.
- Managing the implementation of Bendigo Health’s strategic plans as it relates to the departments of quality, legislative compliance, risk management, clinical governance, patient experience, Nursing and Midwifery in the organisation. This incorporates maintaining full compliance with standards and legislative requirements of these departments.
- Ensuring adequate reporting to the Board of Directors, Executive in relation to quality, risk management clinical governance, and patient experience.
- Ensuring the provision of high-quality client and patient centred care and service which is responsive to community need.
- Promoting a culture of curiosity, learning, patient advocacy across clinical practise from learner to expert.
- Promoting and supporting the implementation of strategies to achieve integrated models of care and systems for services of excellence within Bendigo Health and across the Loddon Mallee Regions.
- Work in partnership with the Loddon Mallee region and Safer Care Victoria (SCV) to progress and embrace state-wide safety initiatives.
- Develop effective partnership with the Chief Medical Officer and medical Clinical Directors to ensure effective clinical governance, and clinical risk.
- Work in partnership with corporate leaders, and educators to ensure a responsive proactive risk management framework that effectively manages and escalates risk across the organisation.
- To work in partnership with other Executive Directors, managers and staff to ensure appropriate continuity of care and linkages both within and outside Bendigo Health and contribute to the performance of the Executive as an effective team.
- Developing and managing budgets and business plans for the division and other group-wide strategies as required.
- The financial, operational and strategic performance of the division and each of its directorates ensuring all operate within the approved budget.
- Ensuring operational risks are identified, documented and actively managed.
- Governing the management of nursing and midwifery services particularly in relation to credentialing, OH&S, staff development, workforce planning, resourcing, recruitment and retention, performance management and employee relations.
- Providing mentorship for senior staff and managers.
- Promoting nursing and midwifery staff satisfaction and skills, and ensure the most efficient utilisation of resources in the provision of high-quality patient care.
- Remaining informed of current workplace concerns and, with relevant managers, work to effect a resolution which is satisfactory to the organisation whilst providing industrial relations support.
- Evaluating and maintaining appropriate nursing and midwifery policies, procedures and standards.
- Promoting multidisciplinary quality improvement initiatives aimed at the enhancement of clinical practice.
- Contributing to Bendigo Health strategies, executive management and development activities, and promoting effective teamwork within the Executive Team.
- Undertaking group wide portfolio responsibilities as agreed with the Chief Executive Officer.

Key Selection Criteria

Essential

1. Current registration as a Registered Nurse and/or Midwife with the Australian Health Practitioner Regulation Agency.
2. Postgraduate qualification in health, business or management;
3. Specialist Expertise including;
 - I. Leadership and People Management: extensive experience in a senior management position in healthcare with demonstrated success in nursing and midwifery leadership; capacity to communicate a vision that generates enthusiasm and commitment to build a high performing team; proven ability to align teams with the organisational values and goals through effective people management and modelling; a style that encourages new and different approaches and solutions to deliver benefits beyond consumer or stakeholder expectations.
 - II. Policy Skills: a thorough understanding of contemporary nursing, midwifery and health policy issues; understanding of healthcare standards and compliance frameworks and how they apply to the provision of safe and high-quality healthcare services; proven ability to build trusting relationships with stakeholders to inform policy development and gain commitment to implementation.
 - III. Communication Skills: able to clearly and confidently communicate with people at all levels in both the public and private sectors as well as with Government and media; able to handle difficult and sensitive communications well; strong written skills to produce documentation with key messages and information required for decision making; proven ability to deliver clear, sequential and succinct presentations.
 - IV. Change Management and Influencing Skills: ability to effectively negotiate with consumers/ stakeholders to achieve desired outcomes; experience in promoting and driving change using broad influencing skills to overcome barriers and gain support.
 - V. Organisational and Strategic Thinking: demonstrated record of achievement within a complex health care environment; able to formulate and establish an integrated approach to achieve organisational objectives based on an in-depth understanding of strategic directions; effective at using references and networks to gather strategic information from local, national and overseas resources; ability to focus on activities and projects that will bring the best long term return for the organisation.
 - VI. Financial and Resource Management: demonstrated record of managing resources and meeting financial targets; able to guide and challenge others to seek more efficient ways of doing things.

Personal Qualities

4. Relationship Building: forges useful partnerships with people across business areas, functions and organisations; builds trust through consistent actions, values and communication.
5. Conceptual and analytical ability: Deals with concepts and complexity comfortably; uses analytical and conceptual skills to reason through problems; has creative ideas and has the energy and drive to project how these can link to innovations.

6. **Customer Focussed:** actively seeks to meet consumer needs and ways to improve services; is committed to delivering high quality outcomes for consumers.
7. **Integrity:** committed to the public interest; operates in a manner that is consistent with the organisation's code of conduct; inspires trust by treating all fairly.

Generic Responsibilities

All Bendigo Health staff are required to:

- Adhere to the **Victorian Government's Code of Conduct**
- Uphold **Occupational Health and Safety** responsibilities, including self-care, safeguarding others, and participating in safety initiatives and reporting.
- Comply with all **Bendigo Health policies and procedures**, including those related to clinical, managerial, and standard work practices.
- Follow **Infection Control** procedures to prevent cross-contamination and ensure the health and safety of all.
- Maintain **strict confidentiality** regarding all organisational, patient, and staff information.
- Engage in **continuous quality improvement** activities aligned with the National Safety and Quality Health Service Standards (NSQHSS).
- Recognise and respect **diversity**, fostering inclusive practices in the workplace and service delivery.
- Support research activities in alignment with the National Clinical Trials Governance Framework to ensure high-quality, safe, and ethical clinical trials and research practices across Bendigo Health
- Staff must carry out all lawful and reasonable directions and comply with relevant professional standards and ethical codes.
- Safeguard children and young people in our care, by ensuring that your interactions are positive and safe, and report any suspicions or concerns of abuse by any person internal or external to Bendigo Health.
- Maintain ability to perform the inherent requirements of this role. Inherent requirements are the essential tasks necessary to perform this role, including reasonable adjustments. Bendigo Health is committed to a safe workplace that supports all employees. The role may require specific physical and cognitive abilities, which can be discussed with the manager during recruitment or at any time. We understand that personal circumstances can change and impact your ability to meet these requirements; additional policies are available to guide you through this process. Please request the relevant procedures for more information.

All Bendigo Health sites, workplaces and vehicles are smoke free.

This position description is intended to describe the general nature and level of work that is to be performed by the person appointed to the role. It is not intended to be an exhaustive list of all responsibilities, duties and skills required. Any elements of this document may be changed at Bendigo Health's discretion and activities may be added, removed or amended at any time.