

Position Description

Position Title	Chief Quality Officer
Position Number	30010182
Division	Quality & Patient Information
Reports to	Chief Executive Officer
Management Level	Tier 1 - CEO Executive
Staff Capability Statement	Please click here for a link to staff capabilities statement

Bendigo Health

With more than 5,000 staff and volunteers and covering an area a quarter of the size of Victoria, Bendigo Health, is an expanding regional health service offering the advantages of city life combined with the beauty and freedom that comes from living in a regional area.

Bendigo Health is a 700 bed service that treats more than 45,000 inpatients, triages more than 65,000 emergency attendees and welcomes more than 1,600 new born babies in a year. In addition more than 15,000 operations are performed in our operating theatres and more than 100,000 occasions of services are provided in our clinics to outpatients.

The organisation provides services in emergency, maternity, women's health, medical imaging, pathology, rehabilitation, community services, residential aged care, psychiatric care, community dental, hospice/palliative care, cardiology, cancer services and renal dialysis to the people of the Loddon Mallee region.

With our main campus based in Bendigo, our services extend throughout the Loddon Mallee with sites in areas such as Mildura, Echuca, Swan Hill, Kyneton and Castlemaine.

Demand on services is increasing rapidly with Bendigo being one of Victoria's fastest growing regional cities.

Our Vision

Excellent Care. Every Person. Every Time.

Our Values

CARING – We care for our community

PASSIONATE – We are passionate about doing our best

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 Position

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The Chief Quality Officer is responsible for leadership and professional governance of matters relating to clinical quality and safety, risk, improvement and consumer experience and engagement. 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.

Responsibilities and Accountabilities

Key responsibilities

Technical Accountabilities

- Contribute to the organisation's strategies executive management and development of programs that deliver on strategic objectives.
- Support and promote the health service's vision, values, code of conduct and strategic plan, and act as a role model for others in the organisation in relation to leadership, management, professionalism, values driven behaviour and teamwork.
- Oversee the day to day operational management issues associated with a range of operational services across the organisation as specified above.
- Oversee maintenance and ongoing improvement for the organisation's Clinical Governance Framework.
- Embed a sustainable approach to continuous quality improvement.
- Oversee accreditation conditions to ensure governance is in accordance with the requirements of the National Safety and Quality in Health Service (NSQHS) Standards, Australian Aged Care Quality Standards, NDIS Practice Standards, National Clinical trials Governance Framework, Child Safe Standards, Medical Imaging Standards and others as identified to maintain services.
- Establish and maintain key strategic relationships with internal and external stakeholders to ensure optimal service outcomes.
- Act as the executive sponsor for specific projects as required.
- Provide advice to the Chief Executive on matters relevant to the areas of responsibility.

Strategic alignment

Service Excellence – As part of the organisation's vision 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 excellent customer service.

Deliver Results – This position will be required to contribute to the organisational strategic planning process by planning, setting and monitoring clear targets and ensuring that projects are linked to the goals of the organisation's strategic and quality plans.

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.

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 and values driven behaviours. It will meaningfully interpret and communicate the organisation's 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.

Generic Responsibilities

Code of Conduct - The Victorian Government's Code of Conduct is binding on all Bendigo Health staff. Contravention of a provision in the code may constitute misconduct and/ or regarded as a breach of the employee's employment agreement and will be dealt with under the organisations Counselling and Disciplinary Action Policy.

Compliance with policies and procedures - All Bendigo Health's policies and procedures are set out in its clinical and managerial policy manuals located on the intranet under PROMPT and in hard copy. All staff must ensure they comply with policies, procedures and standard ways of work practices when carrying out their work. Any breach in compliance may result in disciplinary action.

Occupational Health and Safety - Every staff member has the responsibility to take reasonable care of their own health and safety and the safety of others, to cooperate with Bendigo Health's OH&S policies and to participate in appropriate safety education and evaluation activities. All staff are expected to participate in reporting any health, safety and wellbeing issues. Any breach in compliance may result in disciplinary action.

Infection Control - Every staff member has the responsibility to minimise incidents of infection/ cross infection of residents, staff, visitors and the general public. All staff must adhere to the policies and procedures as set out in Bendigo Health's infection control manuals. Any breach in compliance may result in disciplinary action.

Confidentiality - All information concerning Bendigo Health, its patients, clients, residents and staff should remain strictly confidential. Any unauthorised disclosure of such information may result in disciplinary action.

Quality Improvement - Bendigo Health is dedicated to improving the quality and safety of health services by providing care within the following domains of quality: Consumer Participation, Clinical Effectiveness, Effective Workforce and Risk Management. As a result, we apply the concept of the quality cycle for all our quality activities, initiatives and projects thereby ensuring the best possible care and treatment results are achieved. The underlying principle of the cycle is that an activity is not complete until evaluation shows that it has been effective and reached the desired outcome. As a Bendigo Health employee you have a responsibility to participate in and commit to ongoing quality improvement activities using the framework of the NSQHSS (National Safety and Quality Health Service Standards).

Diversity – Each person has a right to high-quality health care and opportunities regardless of diversity factors, which might include aspects such as cultural, ethnic, linguistic, religious background, gender, sexual orientation, age and socio-economic status. Every staff member has a responsibility to recognise and respect diversity. Inclusiveness improves our service to our community and promotes engagement amongst staff.

Employees are required to carry out lawful directions outlined above or delegated to them. The work to be performed is set out in this position description and, where relevant, any professional standards and codes of conduct and ethics issued by the relevant professional association.

Key Selection Criteria

Essential

1. Extensive experience in clinical governance, including the effective management of clinical risk and patient safety strategies with strong understanding of Improvement Science applied to health service delivery.
2. Postgraduate qualifications in health administration and/or management or equivalent are highly desirable.
3. Extensive knowledge of current trends affecting public sector health services in Victoria and/or Australia.
4. Extensive executive level management experience in a complex teaching hospital.
5. Demonstrated financial, business and strategic planning skills.
6. Demonstrated ability to effectively manage a major change program as well as operate in an environment of significant organisational and industry change
7. Communication and negotiation competencies, interpersonal, verbal and written, at the executive level, and an ability to interact with clinical staff at all levels

Mandatory Requirements

National Police Record Check A current and satisfactory National Police Record Check must be completed by all new staff prior to commencement at Bendigo Health.

Immunisation As a health provider dedicated to providing quality patient care, we all need to be aware of the critical importance of infection control. Each staff member has a responsibility to comply with Bendigo Health's Staff Immunisation Policy and various infection control policy and procedures. All staff are required to provide evidence of vaccinations prior to commencement at Bendigo Health.

Drivers Licence A current Victorian driver's licence is required for this position.

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.