

Position Description

Title	<i>Quality & Safety Co-ordinator</i>	Position Reports to	<i>Manager, Quality & Safety</i>
Classification	<i>HS4 (Grade 4 Level 1) to HS29 (Grade 4 Level 5)</i>	Employment Status	<i>0.6EFT/Week</i>
Enterprise Agreement	<i>Managers and Administrative Workers Enterprise Agreement</i>		

As Australia's only specialist eye, ear, nose and throat hospital, The Royal Victorian Eye and Ear Hospital's (the Eye and Ear) has been providing care for the senses for 150 years. The Eye and Ear has over 50 different outpatient clinics for the diagnosis, monitoring and treatment of vision and hearing loss and provides a 24 hour emergency eye and ear, nose, and throat service. The Eye and Ear provides care annually for around 250,000 patients, with over 200,000 outpatients, nearly 40,000 emergency patients and over 14,000 inpatients.

Vision Mission And Values

The Eye and Ear is a world leader providing exceptional care. We aspire to be the world's leading eye and ear health service through; outstanding patient experience; exemplary leadership; inspiring our people and building a platform for the future. Our values of **Integrity, Care, Excellence** and **Innovation** are at the core of everything we do.

- **INTEGRITY** We act ethically, accept personal accountability, communicate openly and honestly and treat everyone with trust and respect
- **CARE** We treat patients with respect, are compassionate, thoughtful and responsive to their needs and sensitive to diversity
- **TEAMWORK** We communicate openly, respect diversity of views and skills and work effectively with partners and in multi-disciplinary teams to deliver the best outcomes for patients
- **EXCELLENCE** We give our personal best at all times, deliver exemplary customer service, monitor performance and seek leading edge ways to improve it

Please read our full Strategic Plan here:

https://www.eyearandear.org.au/page/About_Us/Our_Publications_and_DVDs/

The Eye and Ear is an equal opportunity employer and is committed to providing a work environment that is free from harassment or discrimination and promotes inclusion, equity, diversity and cultural awareness in the workplace. The Eye and Ear is a smoke free environment.

Position Summary:

The Quality and Safety Coordinator plays a crucial role in promoting a culture of safety, quality, and continuous improvement within the hospital, ultimately leading to better patient outcomes and satisfaction.

Key Responsibilities / Performance Outcomes:

1. Works within an ethically and legally sound framework and ensures responsibilities are undertaken in accordance with Eye and Ear policies and procedures, Code of Conduct and applicable legislations.
2. Has strong computer literacy skills that are commensurate with the requirements of the role, including proficiency in Sharepoint, Teams, Excel, Powerpoint and file management.
3. Assist and oversee the reporting and investigation of adverse events, near misses, and other incidents related to patient safety through the Victorian Hospitals Incident Management System (VHIMS)
4. Analyse quality indicator data, patient outcomes, and safety incidents through the preparation of reports for hospital leadership to track performance and make informed decisions.
5. Work collaboratively with all hospital departments to identify quality improvement initiatives.
6. Assist in ensuring that the hospital adheres to all relevant healthcare regulations, legislative compliance requirements, accreditation standards, and quality benchmarks set by governing bodies.
7. Assist with accreditation preparation and maintenance of evidence requirements to meet the Australian Commission on Safety and Quality on Healthcare (ACSQHC) National Safety and Quality Health Service Standards.
8. Assist in the preparation, recording and distribution of Quality and Safety-led committee meeting agendas, papers and minutes
9. Coordinate and oversee the Prompt document management system
10. Oversee and maintain the clinical audit schedule for the organisation
11. Assist in supporting hospital clinical risk processes
12. Assist to provide communications to staff and patients on Quality and Safety including, but not limited to, the Quality and Safety intranet web page, Quality Account, Patient information screens, Quality and Safety newsletters, clinical risk and quality and safety resources and training packages.
13. Participates in the investigation, administration, and reporting of serious adverse patient safety events including root cause analyses.
14. Oversee the hospital Quality Champion program.

Quality, Patient Safety And Clinical Risk Management

Ensure utilisation of systems designed to support quality, safety & clinical risk management. This involves:

- Having an understanding of working within your role and responsibilities outlined in the Eye and Ear Quality Clinical Governance Framework ([link](#)) to deliver safe high quality and person-centred experience and care.
- Participating in reporting and analysis of safety and quality data including clinical risks or hazards.
- Participating in improvement activities.
- Participating in the reporting and analysis of quality initiatives, adverse events and clinical risk identification.
- Participating in appropriate professional development activities and other quality and safety training.
- Participating in health service activities required for accreditation.
- Ensuring appropriate use of hospital resources.
- Demonstrate awareness of the financial requirements of the department and demonstrate an awareness of cost effective practice.
- Actively participate in the annual performance development cycle.
- Is compliant with the Eye and Ear Data Integrity Framework ([link](#)).

Occupational Health And Safety

The Eye and Ear endeavours to provide a working environment for its employees that is safe and without risk to health. Employees are required to:

- Perform their work with due regard for their own safety and health and for the safety and health of other people who may be affected by their acts or omissions.
- Actively promote and demonstrate the organisational values of integrity, care, excellence and teamwork.
- Participate in wellness@work initiatives.
- Report any hazards, near miss and incidents (regardless of whether an injury occurred or not) via the Victorian Health Incident Management System (VHIMS) Riskman.
- Understand and adhere to emergency procedures.
- Actively discourage and where possible call out inappropriate behaviour that may pose a safety risk to others.
- Participate actively in return to work programs if injured, and supporting injured colleagues in their return to work.

Selection Criteria: Qualifications, Experience And Competencies

	Essential	Desirable
Qualifications	Relevant tertiary qualification	Tertiary qualification in a health-related discipline
Experience	Demonstrated experience in Quality and/or Safety co-ordination in a healthcare environment	Working knowledge of a healthcare environment including knowledge of health terminology
	Well-developed written, oral and interpersonal communication skills	Clinical experience
	Demonstrated ability to work collaboratively in a team, as well as independently	Sound knowledge of hospital systems
	Demonstrated ability to work with a diverse range of people	Understanding of the National Safety and Quality Health Service Standards
Competencies	Knowledge and experience of VHIMS Riskman software	Knowledge of Prompt Document Management System
	Knowledge of Sharepoint/Teams	
	Demonstrated proficiency in the use of the Microsoft Office suite including Word, PowerPoint, Excel and Outlook.	
	Excellent time management skills	
	Excellent organisational skills	
	Dynamic and innovative approach to problem-solving	

Reporting Lines

Position Reports to – Manager, Quality and Safety

Number of Direct reports - Nil

Key Working Relationships

Internal:

Hospital staff including, but not limited to:

- Manager, Quality & Safety
- Quality and Safety Unit team members
- Director, Medical Services
- Director, Partnerships, Clinical Education and Planning
- Manger Clinical Improvement
- Safety and Wellbeing Coordinator
- Departmental managers
- ICT staff

External:

- Victorian Agency for Health Information
- RL Datix
- Prompt
- Department of Health
- Australian Commission on Safety and Quality in Healthcare
- Australian Council on Healthcare Standards
- Safer Care Victoria
- Victorian Managed Insurance Association (VMIA)

All staff are required to have a satisfactory National Criminal Record Check. Direct patient care/clinical employees are required to have a valid Working With Children Check.

Author of Position Description or Manager of Position:

Name: Julie Taylor

Date: September 2023

The Eye and Ear reserves the right to modify this position description as required. The employee will be consulted when this occurs. Statements included in this position description are intended to reflect the duties and responsibilities of this position and are not to be interpreted as being all-inclusive.

Agreement

I have read, understood and agree to comply with the position description.

Name: _____

Signature: _____

Date: ____ / ____ / ____