

POSITION TITLE	Assistant Director, Quality and Innovation
DEPARTMENT	Clinical Division
REPORTS TO	Director of Clinical Operations
DIRECT REPORTS	Quality Manager Digital Health Officer Clinical Educator Infection Control
AWARD	Nurses and Midwives (Victorian Public Sector) Single Interest Employer Agreement 2024 – 2028
CLASSIFICATION	NM5B (Dependant on qualifications & experience)
DATE OF CREATION/AMENDMENT	March 2025
CREATED/AMENDED BY	Director People and Culture/CEO

“Caring for Our Community”

POSITION OBJECTIVES

The Assistant Director, Quality and Innovation supports the Director, Clinical Operations to develop and implement a successful quality improvement and innovation program across the organization. This includes systems and processes that enable high standards of clinical care and consumer experience, digital uptake and change management.

The primary role of the Assistant Director, Quality and Innovation is to lead the implementation of best practice solutions and positive engagement towards a culture of excellence and innovation across Rochester and Elmore District Health Service.

RESPONSIBILITIES & PERFORMANCE INDICATORS

Leadership:

- Promote REDHS vision and purpose, and strategic priorities
- Role model values driven behavior in everyday work and decision making
- Establish and maintain key strategic relationships with internal and external stakeholders
- Apply effective communication and engagement approaches to motivate commitment for change and innovation in care delivery and outcomes
- Comply with all delegated authorities including Executive on-call roster participation

Quality improvement:

- Provide expert advice in the science of improvement and guide implementation of effective systems and processes to achieve high standards of quality and safety across REDHS
- Enable a coordinated and effective approach to accreditation including for National Safety and Quality in Health Service (NSQHS) Standards, Australian Aged Care Quality Standards, NDIS Practice Standards, Child Safe Standards and others as relevant to REDHS
- Ensure expectations outlines in the clinical governance framework and quality plan are met
- Promote a safety culture conducive to reporting and learning from incidents and near misses
- Support the functions of various quality related committees
- Oversee data collection and reporting including analysis and submissions as relevant
- Ensure quality initiatives and projects are appropriately scoped and executed to ensure optimal outcomes and sustainability

Consumer Experience:

- Lead and motivate staff to be leaders in providing a positive consumer experience
- Oversee the development and maintenance of a Consumer Engagement Framework and positive community participation
- Lead the timely receipt, acknowledgement and management of consumer feedback

Innovation:

- Promote the adoption of innovation and change management in alignment with REDHS strategic objectives
- Guide and scale change management expertise and capability across the organization
- Enable a culture of positive engagement and successful application of innovative solutions to drive improvement

Digital Health:

- Promote the adoption of digital health solutions in alignment with REDHS strategic objectives
- Enable clinicians to use digital health technologies in an appropriate and effective way
- Enhance capability and infrastructure capacity to enable successful uptake and application
- Oversee the development and maintenance of processes, policies, templates and tools for Digital Health initiatives
- Identify and manage risks and issues related to Digital Health implementation

Learning and development:

- Promote a culture that empowers and motivates staff to increase skills and knowledge
- Participate and provide leadership support in the recruitment, development and performance management of staff in conjunction with service managers
- Connect with line reports regularly, ensuring roles and organisational objectives are met

Personal / Professional growth:

- Maintain current knowledge and skill base relevant to work
- Participate actively in REDHS performance review process
- Participate in mandatory education as it relates to the specific role and responsibilities

Professional Conduct:

- Comply with REDHS Code of Conduct and other organisational policies and procedures
- Demonstrate respectful and professional attitude, adhering to high ethical standards
- Work collaboratively and communicate effectively with all staff at REDHS
- Maintain confidentiality of information
- Ensure timely and accurate output of service delivery
- Participate in meetings and prepare reports as directed/required

QUALIFICATIONS / SKILLS**Mandatory**

- Tertiary qualification in health, management, quality improvement and/or equivalent
- Demonstrated experience of clinical governance, audit and compliance, risk management
- Advanced understanding of consumer engagement and experience
- Experience with data collection and reporting systems
- Ability to lead teams, change and innovation
- High level written and verbal communication and engagement skills

Desirable

- Qualifications in digital health innovation and/or consumer experience

KEY SELECTION CRITERIA

KSC1	Demonstrated ability to develop and lead high performing teams
KSC2	Comprehensive knowledge of clinical governance systems and processes.
KSC3	Advance knowledge of audit, compliance and risk management
KSC4	Sound knowledge of quality improvement and consumer engagement
KSC5	Excellent interpersonal skills with the ability to communicate effectively at all levels
KSC6	Experience in successful change management and innovation
KSC7	Demonstrated ability to interpret and present data into meaningful reports

NDIS WORKER SCREENING CHECK

This role has been identified as a “risk assessed role” under the NDIS (Practice Standards – Worker Screening) Rules 2018 and as such is subject to the provision of an NDIS Worker Screening Check prior to commencement. During their term of employment, all employees are required to notify REDHS via their manager if the NDIS Quality and Safeguards Commission issues:

- An interim bar;
- A suspension;
- An exclusion;
- The closure of an application for a worker screening clearance; or
- The revocation of a clearance.

OCCUPATIONAL HEALTH SAFETY & WELLBEING

All REDHS employees have a responsibility to take all reasonable care to prevent incident or injury to themselves or to others in the workplace. Employees are expected to learn and follow approved policies and procedures that apply to their work.

All REDHS employees share responsibility for occupational health and safety (OH&S) with specific responsibilities and accountabilities allocated to positions with REDHS organisational structure.

All REDHS employees also have responsibility to the National Safety and Quality Standards (NSQHS) ensuring the effective and safe delivery of healthcare services.

Any employee who fails to meet their obligations concerning health and safety may, depending on the circumstances, face disciplinary action up to, and including dismissal.

Employees have a responsibility to comply with all relevant OH&S management system Policies, Procedures and programs. This includes REDHS Injury Management Policy and Procedure.

Specific employee responsibilities include:

- Looking after their own health and safety and of others in the workplace.
- Following safe work practices and using personal protective equipment as required.
- Participate in OH&S consultation and OH&S training initiatives.
- Report any accidents, incidents, injuries, ‘near miss incidents, safety hazards and dangerous occurrences, assist with any investigations and the identification of corrective actions.
- Cooperate with managers and supervisors so that they can meet their OH&S responsibilities.
- Don’t willfully interfere with or misuse anything provided in the interest of health and safety or willfully put anyone at risk.
- Perform only those tasks for which they have received appropriate training and instruction.
- Ensure that they understand and comply with those responsibilities which apply to them while performing their duties at the workplace.
- Participate in emergency evacuation exercises.

To ensure a healthy and safe work environment for employees and our clients, smoking is not permitted on hospital grounds, in buildings and offices, or in any vehicle.

HEALTH SERVICE POLICIES AND PROCEDURES

It is every employee’s responsibility to access and have knowledge of the relevant policies and procedures that relate to their employment. All REDHS policies and procedures can be accessed on the intranet site.

“THIS IS ME”

‘This is Me’ is a philosophical approach to how we provide care to patients and interact with other customers, including colleagues. ‘This is Me’ is based on the principles of respect, value of the individual, and the need to deliver service in an environment that supports peoples’ physical, emotional, social and psychological needs utilising Montosorri actions. ‘This is Me’ is underpinned by a culture of collaboration and partnership and all staff of REDHS are required to adhere to these principles.

RISK MANAGEMENT

REDHS supports an Organisational philosophy that ensures risk management is an integral part of corporate objectives, plans and management systems. Staff are to be accountable for risk management through organisational, team and individual performance objectives that are within their span of control.

PERFORMANCE REVIEW AND DEVELOPMENT

It is a condition of employment that employees participate in the Performance Review and Development program.

QUALITY IMPROVEMENT

Each employee has a responsibility to participate and commit to ongoing quality improvement activities.

EMPLOYMENT PRINCIPLES

REDHS is committed to the employment principles that reinforce the public sector values. These principles ensure:

- Employment decisions are based on merit and employees are treated fairly and reasonably
- Employees have a reasonable avenue of redress against unfair or unreasonable treatment
- Equal employment opportunity is provided
- Human Rights are upheld in accordance with the Charter of Human Rights and Responsibilities Act 2006

VALUES & BEHAVIOURS

Employees are required to comply with REDHS Values. The way we behave in the workplace and the manner in which we undertake our job is as important as how we perform the tasks for our role. We expect that all employees will embrace the REDHS Values and demonstrate these in their daily work.

R	Reliability	Being trustworthy and performing consistently well
E	Engagement	Working collaboratively with people to address issues and create opportunities to bring about positive change
D	Diversity	Understanding that each individual is unique and respecting our individual differences
H	Hospitality	Receiving and treating all people in a warm, friendly, generous way
S	Sustainability	Meeting our current needs without compromising the ability of future generations to meet their needs

ADDITIONAL REQUIREMENTS

This position description is subject to review and amendment at any time, as appropriate and approved by the relevant Manager. Any such amendments will be made in consultation with the affected employee(s).

Appointment is subject to a satisfactory Staff Immunisation clearance and a satisfactory Police Records Check, Working With Children Check and where required an NDIS Worker Screening Check prior to commencement.

Statements included in this Position Description are intended to reflect the general duties and responsibilities of this position and are not to be interpreted as being all inclusive.

An interim performance development and review discussion will occur with the employee's manager within three months from the commencement date and annually thereafter. Performance reviews are intended to be a positive discuss, outlining the key roles and responsibilities in the Position Description. The performance review discussion provides an opportunity to clarify the role, revise key performance activities and identify any objectives or goals for the year ahead.

ACCEPTANCE OF THE POSITION

I understand, agree to and accept the role as outlined in accordance with this position description.

Name		Date	
Signature			