



Swan Hill
District Health

Connected Care. Best Experience.



Inclusive

Compassionate

Progressive

Accountable

QUALITY COORDINATOR – Acute Services **64hrs/0.8EFT per fortnight**

(Variation between 0.6 and 1.0 EFT will be considered)

Introduction to the role:

Swan Hill District Health are seeking a dynamic, highly motivated, suitably qualified and experienced health care professional to drive innovation and improvement across Acute Services.

The core objectives of Quality, Experience & Safety Department at SHDH are:

- Safe, appropriate care
- High value care & services
- High quality care & services
- High satisfaction
- Consumer engagement.

What you'll be doing

- The role is to facilitate, guide, support and advise upon continuous quality improvement processes across Acute Services
- Delivering on key performance indicators
- In conjunction with the Director of QES Manager support processes to ensure optimal patient/client/resident outcomes and organisational compliance with required accreditation standards.
- Support in the application of 'Best Care Experience' across Acute Services

About You:

- Qualifications for this role is a Graduate Degree in a Healthcare profession.
- An understanding of the National Safety and Quality Health Service (NSQHS) Standards, change processes and proven experience working with teams is essential.
- Current National Police Check & Working with Children's Check
- Complete COVID Vaccinations & 2022 Flu Vaccination, Serology evidence of immunisation status

About us: Swan Hill District Health is a 143 bed (including Aged Care), fully integrated rural public health facility servicing a greater community of around 35,000 people. Our vision at, Swan Hill District Health, is to provide clear, connected care, best experience for our community

SHDH is a compassionate, family friendly employer where every employee is a valued team member.

Inclusive of a perfect work/life balance, SHDH also provides:

- ◆A dynamic workplace
- ◆Free onsite car parking
- ◆Salary Sacrifice/Packaging
- ◆Discounted Corporate gym memberships
- ◆Professional Development opportunities
- ◆Employee Assistance Program

To apply for this position, email the completed Application for Employment form, Cover letter, CV and response to the key selection criteria to employment@shdh.org.au.

You will find the full position description containing the key selection criteria & application for employment form in the attached documents. Swan Hill District Health reserves the right to commence interview immediately upon receipt of applications.

Enquiries about this role should be directed to Director Quality, Experience and Safety Manager – Jonathan Sparrow via email JSparrow@shdh.org.au **or** Executive Director of Clinical Care - Chloe Keogh via email ckeogh@shdh.org.au


Closing

Swan Hill District Health is an equal opportunity employer committed to diversity and inclusion. We welcome applications from Aboriginal and Torres Strait Islander people, people with diverse cultural and linguistic backgrounds and people with disability.



Position	Quality Coordinator – Acute Services
Classification	Subject to Experience
Department	Quality, Experience & Safety
Reports to	Director of Quality, Experience & Safety
Our Purpose	Connected Care / Best Experience SHDH commits to meet the growing health care needs of our community through our new vision to provide better connected care and to achieve the best care experience.
Position Summary	<p>The core objectives of Quality, Experience & Safety Department at SHDH are:</p> <ul style="list-style-type: none"> • Safe, appropriate care • High value care & services • High quality care & services • High satisfaction • Consumer engagement <ol style="list-style-type: none"> 1. The purpose of this position is to work by facilitating and advising upon continuous quality improvement processes. 2. Supporting the organisation and its departments to meet and address all components of relevant accreditation standards. 3. In conjunction with the Director of QES Manager support processes to ensure optimal patient/client/resident outcomes and organisational compliance with required accreditation standards.
Responsibilities	<ul style="list-style-type: none"> • Participation in all relevant committees as directed • Support the maintenance of the accreditation status for NSQHS within the organisation • Support management in the coordination of the ACHI Clinical Indicator program • Support and demonstrate organisational knowledge of the Australian Standards (NSQHS) as they apply to process and equipment • Assist departments with Quality Activity audits, data collection, surveys etc. and collate responses • Support the annual audit program. • Provide Quality Education as required • Liaison with and membership (on behalf of the hospital) of relevant external bodies for benchmarking and networking • Provision of support for and involvement in, as required, quality improvement projects across the Acute Services departments • Maintenance of the QA database (Acute Services) • Knowledge of and compliance with Swan Hill District Health by laws and standing orders • Support monitoring of Victorian Incident Management System. • Investigate and review high level incidents within Acute Services • Provide In-Depth Case Reviews, Sentinel Event reviews and Root Cause Analysis to clinical incidents as required. • Coordination of relevant surveys including collation of data and appropriate analysis • Development of Action Plans that meets requirements • Review consumers files for appropriate information • Any requirements identified by Director of Quality, Safety & Experience
Key Selection Criteria	<ul style="list-style-type: none"> • Current AHPRA registration (Division 1). • Significant and current knowledge and experience in acute nursing. • Knowledge and understanding of relevant legislation, NSQHS Accreditation • Effective leadership and excellent communication and interpersonal skills to ensure

	<p>that staff respond well to the position and are able to recognize the need and benefit of optimal consumer care assessment and documentation of same.</p> <ul style="list-style-type: none"> • Demonstrated ability to work under pressure and meet timelines • Excellent written and well-developed analytical skills • Positive attitude and good interpersonal skills and work in a team environment • Proven ability to plan, implement and evaluate specific projects • Demonstrated proficiency with development of policy/procedures • Computer literacy, with proficiency in Microsoft Office (Word/Excel/Powerpoint/Database)
Salary/Award:	<ul style="list-style-type: none"> • Nurses and Midwives (Victorian Public Health Sector) Single Interest Employer Agreement 2016-2020.
Infection Control	<ul style="list-style-type: none"> • Each staff member has a responsibility to minimize exposure to incidents of infection/cross infection of residents, staff, visitors and the general public. • The risk minimization strategies are to be supported by all staff adhering to the Infection Control Manual policies, procedures and guidelines
Continuous Quality Improvement	<ul style="list-style-type: none"> • Each staff member is expected to demonstrate a commitment to best practice. • All staff shall take responsibility for their own practice and share responsibility for creating and maintaining a system that provides safe, high quality health care. • All staff will participate in quality improvement activities aimed at improving patient outcomes and maintaining accreditation standards. • It is the responsibility of every staff member to be familiar with Health Service-wide and specific Department Policies & Protocols
Person Centered Care	<ul style="list-style-type: none"> • The Health Service supports in its values the philosophy of Person-Centered Care to ensure all people, including health service providers, clients, their carers and family members are respectfully cared for and encouraged to participate in the provision of quality health care. • We recognise diversity is part of every person & as such providers of health care must be actively involved in developing models of care that are person centered.
Privacy and Confidentiality	<ul style="list-style-type: none"> • SHDH are committed to protecting patient and staff privacy and confidentiality, as it is an important aspect of our commitment to providing high quality services. In accordance to both the Health Records Act and the Information Privacy Act, information should only be used and disclosed for the primary purpose of its collection. • Each employee has a responsibility to adhere to SHDH's Privacy and Confidentiality Policy, as it is a condition of employment. • Any breach of the rules of privacy and/or confidentiality relating to health service business, patients or medical records will result in disciplinary action.
Mandatory Training	<ul style="list-style-type: none"> • All employees must be aware of and complete designated mandatory training within the required time frame.
Safety	<p>RESPONSIBILITIES: It is the responsibility of every staff member to:</p> <ul style="list-style-type: none"> • Take reasonable care for your safety and the safety of others while at work. • Report accidents, incidents and potential hazards as soon as reasonably practicable to your supervisor and record on VHIMS reporting system. • Advise your supervisor if you have an injury or illness that may affect your ability to perform the inherent requirements of your position. • Be familiar with emergency and evacuation procedures as detailed in the Emergency Procedures Manual. • Complete all Mandatory training requirements as identified and directed. • Comply with the Occupational Health and Safety Act and all SHDH OH&S. online policies and procedures.
Asset Management	<ul style="list-style-type: none"> • Staff with asset management responsibilities are required to adhere to the Asset Management Policy and Protocols.
Review:	Completion of My Work Plan on a yearly basis.
Previous	Nil

Revision dates:	Aug 2024
Current:	Aug 2024
Managers Name:	Jonathan Sparrow
Managers Signature:	
Employees Name:	
Employees Signature:	



Position Applying for:	
How did you hear about this vacancy?	<input type="checkbox"/> Current Employee <input type="checkbox"/> Word of mouth <input type="checkbox"/> Newspaper Ad <input type="checkbox"/> Radio Ad <input type="checkbox"/> Seek <input type="checkbox"/> Search engine <input type="checkbox"/> Social Media <input type="checkbox"/> SHDH website <input type="checkbox"/> Other, please specify.....

First name:		Last Name:	
Date of birth:		Country of birth:	
Postal Address:			
Contact	Phone	Email	
Are you of Aboriginal/Torres Strait Islander Origin? <input type="checkbox"/> No <input type="checkbox"/> Aboriginal <input type="checkbox"/> Torres Strait Islander <i>(This question is voluntary)</i> Do you wish to be identified under this category? <input type="checkbox"/> Yes <input type="checkbox"/> No			
Are you an Australian Citizen or Permanent Resident: <input type="checkbox"/> Yes <input type="checkbox"/> No Date of Grant/...../..... If no, what is your current Visa Status – Visa type _____ Expiry date/...../..... Place/Country of issue: _____ Issue Number: _____ Do you require sponsorship? <input type="checkbox"/> Yes <input type="checkbox"/> No			
<u>PLEASE ATTACH VISA DETAILS AND/OR STATUS INFORMATION WITH YOUR APPLICATION</u>			

Conditions of Employment
Employment conditions are governed by the relevant Public Sector Health Industry Awards and EBAs relevant to the position applied for: Initial employment is subject to: <ul style="list-style-type: none"> • 6 months' probationary period (<i>with a review at 3 months.</i>) • Requirement to work any shift • Requirement to work in any department as required Hours of Work – <input type="checkbox"/> Full Time <input type="checkbox"/> Part time <input type="checkbox"/> Casual <input type="checkbox"/> Fixed Term Alternatively, please state availability:

Discipline/Misconduct
Have you experienced discipline or misconduct action at any previous employment? <input type="checkbox"/> Yes <input type="checkbox"/> No If Yes , please provide details:

Police Check & Working with Children Checks

Satisfactory Police Checks, and in some areas, Working with Children Checks are mandatory at the point of employment. It is a condition of employment that you maintain a current satisfactory Police Check and, if required, Working with Children Check.

Do you have a current Police Check?

Yes (please provide) No, but I am willing to get one if my application is successful.

Do you have a current Employee Working with Children Check?

Yes (please provide) No, but I am willing to get one if my application is successful.

Pre-existing Health & Injury Declaration

Swan Hill District Health (SHDH) is committed to achieving a safe working environment for all employees. As part of this, it is our objective to ensure potential employees are not required to work in duties that they are not able to perform safely. As part of the application process for employment with SHDH, we request you to disclose any pre-existing injury or disease which may be adversely affected by the performance of the inherent requirements of the position you have applied for – as described in the Position Description for the position.

Pursuant to S.41 (1) and (2) of the *Workplace Injury Rehabilitation and Compensation Act 2013*, you are required to disclose to SHDH any pre-existing injury or disease that you have suffered of which you are aware, and could reasonably be expected to foresee, could be affected by the nature of this proposed employment.

Failure to make a disclosure, or the making of a false or misleading disclosure, would disentitle you to compensation pursuant to the *Workplace Injury Rehabilitation and Compensation Act 2013* should you suffer any reoccurrence, aggravation, acceleration, exacerbation or deterioration of your pre-existing injury or disease arising out of, or in the course of, or due to the nature of with SHDH. SHDH will rely upon any failure to disclose in accordance with the provisions of the *Workplace Injury Rehabilitation and Compensation Act 2013* as grounds for denying compensation in accordance with S.41 (1) and (2).

Should any alteration, change or rearrangement be necessary to enable you to carry out the inherent requirements of the position, we also request that you disclose these requirements. SHDH is an equal opportunity employer and will arrange any reasonable adjustment to enable a person with a disability to perform the inherent requirements of the position and therefore compete equally with other applicants for this position. Please disclose in the place below any pre-existing injury or diseases that you suffer from, or have suffered from, which could be affected by the nature of your proposed employment with Swan Hill District Health.

Disclosure advice: - (to be completed by the applicant)

I confirm that I have read and understood the contents of the above information and state that I have disclosed all relevant information in relation to my health and physical ability to carry out the inherent requirements of this position.

Signature of applicant: _____ **Date:**/...../.....

Enquiries can be directed to: Recruitment Services P: 03 5033 9499, E: employment@shdh.org.au

The Application for Employment form is required to be submitted with the following documents:

- Covering letter in support of application
- Response to Key Selection Criteria
- Resume
- Qualification evidence or supporting documentation
- Visa Detail (if relevant)