

POSITION DESCRIPTION

Position:	Risk Team Leader
Directorate	Compliance and Patient Experience
Division:	Patient Safety and Improvement
Business Unit:	Patient Safety and Improvement
Enterprise Agreement	Nurses and Midwives (Victorian Public Sector) (Single Interest Employers) Enterprise Agreement OR Health and Allied Services, Managers and Administrative Workers (Victorian Public Sector) (Single Interest Employers) Enterprise Agreement
Reports to:	Director of Patient Safety & Improvement



MILDURA BASE PUBLIC HOSPITAL

Mildura Base Public Hospital (MBPH) was established as a new entity in September 2020. From day one, MBPH has aspired to provide exceptional patient care and be a leading healthcare provider in the north west of Victoria, known for its high level of professionalism, quality care and community engagement and positive and aligned workplace culture.

MBPH employs over 1200 staff and has 172 beds and provides a range of acute services in emergency, maternity, intensive care, rehabilitation, community services, psychiatric in and out patient care, palliative care, renal dialysis and chemotherapy service to the people of North West Victoria. The hospital also provides medical imaging and pathology services.

VISION

Mildura Base Public Hospital – providing exceptional care.

PURPOSE

To improve health outcomes for our tri-state communities by creating partnerships, leading culture and building our team to deliver sustainable services.

VALUES

All employees of the Mildura Base Public Hospital are required to uphold the HEART values of our organisation. For information on our **HEART** values and the expectations to uphold the values, please refer to page 6 of this document.

INCLUSION

At MBPH, we firmly believe that fostering diversity, equity, and inclusion is essential to the success of our health service, our employees, our patients, and the wider community. We wholeheartedly embrace diversity and highly value the diverse experiences of individuals from all ethnicities, faiths, ages, disabilities, cultures, languages, gender identities, sexes, and sexual orientations.

We extend a warm welcome to lesbian, gay, bisexual, transgender, gender diverse and non-binary, intersex, and queer (LGBTIQ+) individuals, inviting them to be a part of our inclusive health service.

Aligned with our HEART Values, we are dedicated to further enhancing accessibility and promoting inclusive practices across all aspects of our workplace.

STRATEGIC OBJECTIVES



POSITION SUMMARY

The Risk team leader is responsible for overseeing and coordination of the risk management processes across the hospital in collaboration with the Director Patient Safety & Improvement.

The team leader will work closely with clinical and non-clinical teams to foster a culture of safety, implement risk management strategies and enhance the quality of care provided.

KEY RESPONSIBILITIES AND DUTIES

Risk management and Patient Feedback

- Provide leadership and support to the risk team
- Stay current with legislation and industry standards related to health service risk management
- Coordinate risk related initiatives delivered by the risk team
- Foster collaborative and positive team environment focused on patient safety and quality care
- Administer the VHIMS incident and feedback modules
- Facilitate reviews in relation to adverse events, near miss and complaints
- Lead and participate in quality improvement initiatives
- Use data and feedback to drive continuous improvement in risk management practices
- Develop and implement risk management strategies to mitigate identified risks
- Oversee the incident and feedback reporting process, ensuring timely and accurate documentation of notifications and events
- Develop and deliver training programs for staff on risk management, patient safety and incident reporting
- Provide training and support to staff on risk management principles and practices
- Develop, implement and ensure that risk management policies and procedures that comply with regulatory requirements and industry standards are effectively communicated across the organisation
- Analyse incident and safety data to identify trends and areas for improvement
- Collaborate with staff / stakeholders to promote best practices in patient safety and risk reduction to integrate risk management practices into daily operations
- Prepare and present reports for / to Board, Executive, hospital committees regarding risk management activities and outcomes
- Monitor effectiveness of risk management strategies and report outcomes
- Provide risk representation at organisational and divisional meetings / forums
- Administer the organisation-wide Risk Registers, including coordinating the process of identification, documentation, tracking and evaluation of risks, their treatments and controls
- Administer the organisation-wide Recommendations Register

Through the coordination of the Risk team:

- Promote and facilitate the organisation-wide use of the adverse event and near miss reporting systems.
- Facilitate investigative reviews in relation to adverse events, including, but not limited to, In-Depth Case Reviews, Serious Adverse Patient Safety Events (SAPSE, Sentinel Events and Root Case Analysis / Serious Incident Investigations
- Compilation of data and reports for Board, Executive and committee review as scheduled or requested by the Director of Patient Safety and Improvement.
- Coordinate the progress of recommendations from:
 - incident investigations
 - Accreditation surveys in relation to risk management, and
 - Risk management reviews (internal or external)
- Coordinate and provide staff education and training in the use of risk reporting systems.
- Provision of support to Business Managers in relation to the identification of risks and their analysis.
- Facilitate timely and responsive management of patient feedback and assist with the development of recommendations for improvement in coordination with the Risk Team, Departmental Managers and the broader Patient Safety and Improvement Team.

GENERAL RESPONSIBILITIES

Employees are required to comply with the **Victorian Government's Code of Conduct**. All staff must ensure they comply with **policies, procedures** and standard ways of work practices when carrying out their work.

Employees are responsible to take reasonable care of their own **health and safety** and the safety of others, to cooperate with the group'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. All staff must adhere to the policies and procedures as set out in the hospital's **infection control** manuals.

All information concerning Mildura Base Public Hospital, its patients, clients, residents and staff should remain strictly **confidential**. Any unauthorised disclosure of such information may result in disciplinary action. As a Mildura Base Public Hospital 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).

Any breach in compliance to any of the above general responsibilities may result in disciplinary action.

KEY SELECTION CRITERIA

Qualifications / Certificates

- Mandatory - Tertiary qualification in relevant health related discipline
- Desirable – Relevant post-graduate qualification/s.

Specialist Expertise

- Familiarity / awareness of AS/NZ ISO 31000:2018 – Risk management standard and the Victorian Government Risk Management Framework, with willingness to undertake training / education to consolidate / develop sound understanding of risk management methodologies and incident management processes
- Sound knowledge and understanding of NSQHS Standards, with demonstrated knowledge and experience working with relevant accreditation frameworks and expected outcomes.
- Understanding of patient safety and adverse events management processes, inclusive of the completion of the following Safer Care Victoria online training modules:
 - Human factors and systems thinking
 - Human behaviour and safety culture
 - Adverse Patient Safety Event review process
 - Sentinel events process

- Engaging with impacted consumers
- Serious Adverse Patient Safety Events (SAPSE) reviews
- Introduction to Open Disclosure
- Introduction – Statutory Duty of Candour.

Personal Qualities, Knowledge and Skills

- A personal approach which is positive, enthusiastic, friendly and helpful
- Excellent communication and interpersonal skills
- Ability to guide and work as part of a cohesive team, including delegation of responsibilities as appropriate
- Ability to provide excellent and high-quality consumer focused care to both internal and external stakeholders
- Knowledge of relevant legislative, accreditation standards and best practices related to health service risk management and patient safety
- Proactive approach to professional development and willingness to stay current with trends and best practice in risk management and health care safety
- Experience in designing and delivery of training programs
- Ability to educate and empower staff to understand and implement risk management processes
- Ability to engage, lead and influence teams in a dynamic health care environment
- Flexibility to operate in an environment of change and continuous improvement.
- Experience in leading quality improvement initiatives that enhance patient safety and care outcomes
- Strong analytical and problem-solving skills, with experience in data analysis and ability to interpret data and trends
- Ability to present complex information clearly to diverse audiences, including Executive, senior management, consumers and clinical / non-clinical teams

MANDATORY REQUIREMENTS

National Police Record Check

A current and satisfactory National Police Record Check must be presented to the Division of People and Culture by all new staff prior to commencement at Mildura Base Public Hospital.

Working with Children Check:

Mildura Base Public Hospital has a responsibility to provide a child safe environment. This position is a defined “child-related role” at Mildura Base Public Hospital. As such you must maintain a valid working with children check. In addition, you will be required to assist Mildura Base Public Hospital in providing a child safe environment by participating in any training or reporting required to ensure the protection of children in our care.

Registration with Professional Association:

For example, AHPRA, AHRI, etc. 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.

Immunisation Requirements

As part of your employment conditions, you will be asked to provide documented evidence of healthcare worker immunisation or immunity to communicable vaccine-preventable diseases prior to commencing employment with MBPH. If you do not provide satisfactory evidence that you have the required

immunisation and you have commenced employment, consideration will be given to your ongoing employment and termination may result.

Drivers Licence

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

All Mildura Base Public Hospital 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 Mildura Base Public Hospital's discretion and activities may be added, removed or amended at any time.

ACKNOWLEDGEMENT BY EMPLOYEE

I acknowledge having received and read the content of this position description (including but not limited to aspects of the role contained within) and understand the requirements of the position.

Employee Name: _____

Employee Signature: _____

Date: _____



Happy

WE ARE POSITIVE

As an organisation

We aspire to be happy in all our dealings with people. Everyday we strive to be the best version of ourselves, and we seek to continuously improve our organisation, ourselves and each other through personal and professional growth. We believe that happy people do their best work. We know that joy in our journey is invaluable to a sustainable and lasting success.

Individually

- Use positive language in interactions with staff, patients and community
- Honour the work we do and choose candour, respect and kindness everyday
- Focus on the positive aspects of a situation, what is going well and what can be learned
- Share in moments of joy
- Welcome others to MBPH
- Bring an energy to work that is infectious to others
- Provide growth opportunities and effective feedback to staff to ensure they are supported to achieve their best



Empathetic

WE ARE CARING

As an organisation

We put our patients first, and we listen and deal with their needs. We are compassionate people who make MBPH a place for healing, growth and success for patients, their families and our staff.

Individually

- Make time to actively listen and understand one another
- Walk in others' shoes
- Consider an individual person's needs when making decisions and recommendations
- Treat others how I would like to be treated
- Recognise and support one another
- Make decisions based on patient's needs and in consultation with others involved in care



Accountable

WE ARE COMMITTED

As an organisation

We take ownership of the actions and decisions made. We do the right thing in all our interactions. We reward based on great outcomes, and we are transparent in both our successes and failures. We use good judgment and everyday we make our patients' journey better.

Individually

- Be courageous in challenging the process to get a better result
- Ensure the project is clear on roles, responsibilities and timeframes
- Be engaged throughout
- Keep a 'whole of life' picture
- Comply with Code of Conduct; company policies and procedures; industry standards and legislation
- Be responsible for monitoring the right way to do things.



Respectful

WE ARE OPEN TO OTHERS

As an organisation

We build effective relationships and emphasise the importance of diversity and inclusion in our workplace. We recognise and value the views and the experiences our staff and patients bring to our organisation.

Individually

- Show pride in our roles and our workplace
- Recognise and understanding the influence of a person's situation, background and beliefs and how they can be shown due respect
- Include all backgrounds – gender/age/sex/abilities/race/religion/sexual orientation/culture
- Be aware of assumptions and biases when making decisions
- Take care of and sustain our workplace, equipment and environment
- Embrace awareness for other perspectives and experiences



Team-based

WE ARE ONE TEAM

As an organisation

We do our best work when we collaborate within and across teams. Everyday we strive to be our best selves. We know that individual differences can strengthen teams and we trust and respect each others' contribution. We make sure we have the right people in the right jobs with the right tools, resources and equipment. And we know, no single person is bigger than the team.

Individually

- Acknowledge contributions of team members
- Seek to understand the bigger picture, collaborate with others openly and honestly
- Lend a hand, always
- Encourage connections with relevant internal and external stakeholders to meet patients' needs
- Collaborate and share knowledge within and across teams
- Connect with exceptional industry leaders to build capabilities
- Recognise and foster talents in others

LANGUAGE WE USE

"I choose..."
"I care..."
"I prefer..."
"I will..."
"I can..."
"Is there a better way to do this?"

LANGUAGE WE DON'T USE

"I have to..."
"I must..."
"If only..."
"Ah well, that is because of XYZ..."
"Our processes do not let us do it"

THINGS WE DON'T DO

- Negativity, sledging, rumours or gossip
- Unprofessional, inconsistent or showing lack pride in our work
- See only problems, block progress
- Wait for others to do the work
- Do nothing
- Find fault, see obstacles
- Victim mentality
- Lack of understanding for others' needs
- Emphasis on status, hierarchy, egos
- Ignore, disregard and show lack of appreciation for a person's situation, background and experience when making decisions and reacting to situations
- We will not waste others' time or keep people waiting
- Dismiss the efforts of others to achieve an outcome

