

## POSITION DESCRIPTION

<b>Position:</b>	Risk Support Officer
<b>Directorate</b>	Patient Experience
<b>Division:</b>	Patient Safety & Improvement
<b>Business Unit:</b>	Patient Safety & Improvement
<b>Enterprise Agreement</b>	Dependant on quals.
<b>Reports to:</b>	Risk Manager



### 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 900 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.

## STRATEGIC OBJECTIVES



## POSITION SUMMARY

All staff at MBPH should have, or aspire, to, the personal qualities, knowledge and skills as described in the Victorian Public Service Code of Conduct.

The purpose of this position is to improve consumer healthcare and minimise risk by facilitating and advising upon continuous quality improvement processes within the MBPH governance framework. Supporting the organisation and its departments to meet and address all components of relevant accreditation standards.

## KEY RESPONSIBILITIES AND DUTIES

### Risk Management

- In consultation with the Risk Manager, analyse risks in relation to incidents, complaints and clinical review and provide feedback on corrective and preventive actions.
- In consultation with the Risk Manager, oversee the Statutory Duty of Candour program., including undertaking investigations and preparing documentation.
- Work closely with the Patient Experience Consultant and Administration Assistant to ensure all timeframes and requirements of Serious Adverse Patient Safety Events are met.
- Review incidents and liaise with MBPH departments as required to action identified concerns
- Participation and assistance in actions at relevant Divisional Risk Management Committees
- Participate when required in relevant incident investigations including, mortality and morbidity review, clinical review, sentinel event, significant event or Root Cause Analysis investigations

### Continuous Quality Improvement

- In conjunction with other quality consultants maintain an audit program that ensures key patient safety processes are monitored. This includes the development of audits and audit schedule, review of results and reporting together with any supporting documentation
- Working with the assistance of the Quality team, prepare and maintain accurate records, statistics and reports as required by the division
- Attend and participate in governance committees and other meetings as delegated
- Assist with establishing relevant KPI's and targets related to quality improvement activity and compliance with relevant standards and legislative requirements
- Monitor, measure, analyse and report on trends in service provision and quality improvements relating to quality improvement activity and compliance with relevant standards and legislative requirements
- Support staff with data collection, analysis and improvement activities
- Review existing quality systems and make recommendations for improvement
- Identify 'systemic' improvements, develop processes in consultation with management staff and assist with implementation of improvements
- Support Policy, Protocol and Guideline development and maintenance

- Liaison with Educators on opportunities for improvement identified in audits/other areas.

#### **Accreditation**

- In consultation with the Risk Manager ensure MBPH is compliant to relevant risk management standards.
- Attendance at relevant meetings to provide overview on quality activities and accreditation
- Assist with the facilitation, implementation and maintenance of relevant accreditation processes. This includes attendance at accreditation meetings and gathering and collating evidence
- Provision of resources, support and training for staff about accreditation requirements.

#### **PROMPT**

- Primary clinical oversight of policy and procedures management on PROMPT at MBPH

#### **Other**

- Report to and attendance at relevant stream meetings
- Participation in departmental meetings
- Participation in personal and other staff development and training as required
- Other duties as determined by the Line manager or Director of Quality & Risk.

### **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**

- A degree in a health-related science or quality assurance would be advantageous

#### **Specialist Expertise**

- A strong understanding of patient centred care and a commitment to patient safety
- A strong understanding of Riskman/ VHIMS program
- Ability to analyse and interpret data from a variety of sources and develop clear reports and plans
- Sound knowledge of all relevant accreditation frameworks and expected outcomes, including but not limited to:
  - National Safety and Quality Health Service Standards (NSQHS)
  - AS/NZS ISO 9001:2015 Quality management system standard
  - Human Services Standards, Victoria

- An awareness of the AS/NZS ISO 31000:2009 Risk management standard.
- Ability to meet deadlines, set schedules, set goals/objectives.
- Proven ability to plan, implement and evaluate specific projects

#### **Personal Qualities, Knowledge and Skills**

- Excellent verbal and written communication skills. Including the ability to engage with staff at all levels with a healthcare organisation.
- Computer literacy, with proficiency in Microsoft Office (Word/Excel/PowerPoint) and the ability to learn software programs.
- Demonstrated ability to establish and maintain effective interpersonal relationships with a wide range of people and groups
- A personal approach which is positive, enthusiastic, friendly and helpful
- A willingness and ability to learn
- Ability to work as part of a team, as well as being able to work independently
- Flexibility to operate in an environment of change and continuous improvement.

#### **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.

##### **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 judgement 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..."                       | "Can we explore that more so I can understand it better?" |
| "I care..."                         | "We will...us...we can..."                                |
| "I prefer..."                       |   |
| "I will..."                         |   |
| "I can..."                          |   |
| "Is there a better way to do this?" |   |

### LANGUAGE WE DON'T USE

- |                                      |   |
|--------------------------------------|---|
| "I have to..."                       | "Things have always been done this way" |
| "I must ..."                         | "Them and us"                           |
| "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

