

Position Description

Position Title	Quality and Compliance Partner
Position Number	30102044
Division	Quality and Risk
Department	Quality and Compliance
Enterprise Agreement	Allied Health Professionals (Victorian Public Sector) (Single Interest Employers) Enterprise Agreement 2021 -2026 Nurses and Midwives (Victorian Public Sector) (Single Interest Employers) Enterprise Agreement 2024-2028 VPHS (Health and Allied Services, Managers and Administrative Workers) Single Interest Enterprise Agreement 2021-2025
Classification Description	Dependent on qualifications
Classification Code	Dependent on qualifications
Reports to	Director Quality and Compliance
Management Level	Non Management
Staff Capability Statement	Please click here for a link to staff capabilities statement

Bendigo Health

With more than 5,000 staff and volunteers and covering an area a quarter of the size of Victoria, Bendigo Health, is an expanding regional health service offering the advantages of city life combined with the beauty and freedom that comes from living in a regional area.

Bendigo Health is a 700 bed service that treats more than 45,000 inpatients, triages more than 65,000 emergency attendees and welcomes more than 1,600 new born babies in a year. In addition more than 15,000 operations are performed in our operating theatres and more than 100,000 occasions of services are provided in our clinics to outpatients.

The organisation provides services in emergency, maternity, women's health, medical imaging, pathology, rehabilitation, community services, residential aged care, psychiatric care, community dental, hospice/palliative care, cardiology, cancer services and renal dialysis to the people of the Loddon Mallee region.

With our main campus based in Bendigo, our services extend throughout the Loddon Mallee with sites in areas such as Mildura, Echuca, Swan Hill, Kyneton and Castlemaine.

Demand on services is increasing rapidly with Bendigo being one of Victoria's fastest growing regional cities.

Our Vision

Excellent Care. Every Person. Every Time.

Our Values

CARING – We care for our community

PASSIONATE – We are passionate about doing our best

TRUSTWORTHY - We are open, honest and respectful

The Quality and Risk Division

Quality and Risk provides leadership and support for quality, compliance, risk, patient safety, consumer experience and engagement and improvement and innovation across the organisation. The division has responsibility for overseeing the risk management framework and compliance to various accreditations and legislative requirements and to ensure improvements are undertaken through our responses to recommendations arising from assessments. There is a strong strategic and operational focus of promoting and advancing continuous improvement, partnering with consumers, and supporting the organisation to review incidents, data and systems to improve patient outcomes and efficiency of the business. The division collaboratively provides high quality clinical governance support and advice, both internally and when supporting health services in the Loddon Mallee Health Services Network.

The Quality and Compliance Team

The Quality and Compliance team at Bendigo Health has a primary focus on compliance and improving the safety, quality, experience and outcomes of care and uses an integrative approach involving all areas of Bendigo Health. The core functions of Quality and Compliance are providing support and/or coordination of

- accreditation requirements and compliance processes
- reporting key quality and compliance metrics to departments and committees for monitoring and improvement
- identification and management of local risks
- local utilisation of consumer feedback, audit, incident and external benchmarking data
- local improvement activities.

The Position

All staff at Bendigo Health should have, or aspire to the personal qualities, knowledge and skills as described in the Bendigo Health Staff Capabilities Statement. Refer to link at top of page.

The Quality and Compliance Partner (QCP) provides advice and support to clinical and operational leaders across Bendigo Health, in relation to building capability to provide safe quality care consistent with Bendigo Health's clinical governance framework. The QCP assists with continuous readiness for various accreditation processes and moving beyond compliance to a sustained focus on quality improvement. This includes building capability and providing advice and support for:

- gap analyses against NSQHS Standards, Clinical Care Standards and other relevant applicable regulatory standards
- audit development, data collection, analysis and reporting
- using data to identify areas of risk to patient safety, develop and evaluate improvement plans.

All QCPs have designated departments and teams that they partner with and have allocated organisation wide portfolios. The QCP works in collaboration with other QCPs and key stakeholders to ensure consistent approaches. The QCPs work together and assist each other to manage demand, to access appropriate expertise within the team, and to involve all relevant stakeholders.

Responsibilities and Accountabilities

Key Responsibilities

- Foster and drive a consistent and robust approach to local governance within designated departments / portfolios, ensuring quality and safety are maintained as a high priority and focus
- Foster a culture of continuous improvement and reporting by encouraging staff to report and monitor local improvement activities
- Empower and encourage staff to evaluate their services using audits and all available data to analyse and report results and drive improvements
- Monitor and report key performance indicators, and use other benchmarking opportunities to inform improvement activities
- Understand and support escalation of current and emerging risks in accordance with the Bendigo Health Risk Management Procedure
- Maintain a sound working knowledge to actively promote and support compliance to standards and legislation relevant to the designated portfolio, such as the National Safety and Quality Health Service (NSQHS) Standards, Aged Care Standards, Child Safe Standards, Clinical Care Standards
- Ensure continuous readiness for accreditation processes including maintenance of gap analysis and evidence of compliance
- Ensure systems that support high quality care in designated departments/portfolios are supported and maintained including oversight of gap analysis and audit program
- Contribute to the development, implementation and monitoring of recommendations from internal and external reviews including accreditation, incident reviews and patient feedback
- Encourage and embrace consumer participation and engagement in all aspects of care provision, at all levels of the service
- Contribute to the development, review and implementation of relevant controlled documents
- Support staff engagement and capability in the use of Quality Systems through facilitation of education and data reporting.
- Support the use of Excellent Care Boards to promote and enable quality activities.

Employees are required to carry out lawful directions outlined above or delegated to them.

Generic Responsibilities

Code of Conduct - The Victorian Government's Code of Conduct is binding on all Bendigo Health staff. Contravention of a provision in the code may constitute misconduct and/ or regarded as a breach of the employee's employment agreement and will be dealt with under the organisations Counselling and Disciplinary Action Policy.

Compliance with policies and procedures - All Bendigo Health's policies and procedures are set out in its clinical and managerial policy manuals located on the intranet under PROMPT and in hard copy. All staff

must ensure they comply with policies, procedures and standard ways of work practices when carrying out their work. Any breach in compliance may result in disciplinary action.

Occupational Health and Safety - Every staff member has the responsibility to take reasonable care of their own health and safety and the safety of others, to cooperate with Bendigo Health'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. Any breach in compliance may result in disciplinary action.

Infection Control - Every staff member has the responsibility to minimise incidents of infection/ cross infection of residents, staff, visitors and the general public. All staff must adhere to the policies and procedures as set out in Bendigo Health's infection control manuals. Any breach in compliance may result in disciplinary action.

Confidentiality - All information concerning Bendigo Health, its patients, clients, residents and staff should remain strictly confidential. Any unauthorised disclosure of such information may result in disciplinary action.

Quality Improvement - Bendigo Health is dedicated to improving the quality and safety of health services by providing care within the following domains of quality: Consumer Participation, Clinical Effectiveness, Effective Workforce and Risk Management. As a result, we apply the concept of the quality cycle for all our quality activities, initiatives and projects thereby ensuring the best possible care and treatment results are achieved. The underlying principle of the cycle is that an activity is not complete until evaluation shows that it has been effective and reached the desired outcome. As a Bendigo Health 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).

Diversity – Each person has a right to high-quality health care and opportunities regardless of diversity factors, which might include aspects such as cultural, ethnic, linguistic, religious background, gender, sexual orientation, age and socio-economic status. Every staff member has a responsibility to recognise and respect diversity. Inclusiveness improves our service to our community and promotes engagement amongst staff.

Employees are required to carry out lawful directions outlined above or delegated to them. 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.

Key Selection Criteria

Essential

1. Sound knowledge of Accreditation Standards
2. Expertise in improvement science and ability in implementing quality improvement initiatives, managing projects, and leading change within a complex environment
3. Ability to analyse and interpret data from a variety of sources and develop clear reports and plans
4. Excellent verbal and written communication skills, including the ability to engage with staff at all levels within a healthcare organisation.
5. Computer literacy, with proficiency in Microsoft Office (Word/Excel/PowerPoint) and the ability to learn software programs.

Desirable

6. A degree in a health-related discipline or related field
7. Proven ability to work in a team environment
8. Ability to introduce new concepts through innovation, influencing, negotiating and persuasion skills
9. 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 completed by all new staff prior to commencement at Bendigo Health.

Immunisation As a health provider dedicated to providing quality patient care, we all need to be aware of the critical importance of infection control. Each staff member has a responsibility to comply with Bendigo Health's Staff Immunisation Policy and various infection control policy and procedures. All staff are required to provide evidence of vaccinations prior to commencement at Bendigo Health

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

All Bendigo Health 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 Bendigo Health's discretion and activities may be added, removed or amended at any time.