

Position Description

Position Title	Risk and Patient Safety Advisor
Position Number	30010179
Division	Quality and Risk
Department	Risk and Patient Safety
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
Classification Description	Dependent upon qualifications
Classification Code	Dependent upon qualifications
Reports to	Manager Risk and Patient Safety
Management Level	Non Management
Staff Capability Statement	Please click here for a link to staff capabilities statement

Bendigo Health

With more than 4,500 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 Risk and Patient Safety Team

The Risk and Patient Safety team at Bendigo Health plays a pivotal role in fostering and embedding a positive risk culture across the organisation. Through an integrated and proactive approach, the team ensures that every staff member understands their responsibility in assessing and managing risk—whether in the delivery of safe, high-quality patient care or in making operational decisions that impact organisational performance.

By establishing and maintaining compliant risk and incident review frameworks and procedures, the team supports robust governance and provides the necessary structures for effective risk coordination and management across the organisation.

Key Responsibilities:

- Develop, implement, and maintain local risk management frameworks and ensure ongoing compliance through structured monitoring processes.
- Report key risk and compliance metrics to relevant departments and committees, supporting internal oversight and external accountability.
- Oversee and facilitate best-practice risk management systems and processes, including the management of adverse patient safety events, the formulation and monitoring of improvement recommendations & controls, staff training and support, and the analysis of clinical risk data.
- Collaborate closely with managers to ensure the effective integration and response across incident management, mortality screening processes, coronial matters, and medicolegal issues.

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 Risk & Patient Safety Advisor facilitates best practice risk assessment and investigation frameworks to govern organisational risk management, with a particular emphasis on enterprise and consumer safety risk, risk theming, reporting, and development of recommendations for improvement, and staff training and support to embed positive risk culture and accountability.

Responsibilities and Accountabilities

Key Responsibilities

- Promote a culture of no blame and open reporting.
- Manage a portfolio as directed by the Risk and Patient Safety Manager.
- Consistently administer Bendigo Health's Risk management frameworks (including but not limited to) Risk Management Framework, Adverse Patient Safety Event (APSE) procedures, In Depth Case review guidelines, Falls review frameworks, Mortality Morbidity review framework, including Death Screening while complying with risk monitoring and reporting legislation.
- Build capability in utilising organisational risk frameworks with emphasis on corporate and clinical risk identification, rapid assessment, and risk mitigation through data driven reporting and monitoring, driving improved operations and safe patient care.
- Support managers in time effective procedures for monitoring and reviewing their local level risks while triaging and addressing immediate risk.
- Lead facilitation of Serious Adverse Patient Safety Events (SAPSE) and sentinel events clinical incident reviews.
- Administer risk data bases to a consistent standard, for optimisation of timely and accurate risk reporting and theming.
- Maintain consistent records for monitoring and reporting on Key Performance Indicators (KPI).
- Monitor existing Mortality and Morbidity screening, review outcomes and coroner correspondence
- Work with managers to apply the Risk Management Procedure, helping assess risk levels for inclusion in the Risk Register, and ensuring those risks are acknowledged against the Bendigo Health Risk Appetite statement and monitored over time.
- Work collaboratively with the Consumer Experience Manager to manage and review complaints that relate to APSE and ensure the requirements for SDC & including the impacted consumer in SAPSE review are met.
- Use sound critical thinking skills to analyse data and determine trends and suggest best practice improvements.

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, Risk & 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 consider the management of risk as a natural part of your work with strong emphasis on valuing risk management and understanding its benefits, while demonstrating commitment to ongoing quality improvement activities using the framework of the NSQHSS (National Safety and Quality Health Service Standards) and SCV (Safer Care Victoria).

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. Degree in health-related science.
2. Demonstrated ability to analyse complex clinical information
3. Proven ability to create a psychologically safe environment
4. Communication skills that influence, engage and negotiate outcomes, while maintaining effective relationships
5. Demonstrated understanding and application of a Risk Management Framework
6. Demonstrated ability to apply system approached methodology to review or prevent adverse events
7. Expertise in data analysis and writing structured, medicolegal considered reports

Desirable

8. Post graduate qualifications
9. Experience with administering VHIMS RiskMan module
10. Dedication to ongoing development

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

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.