

# Position Description: Quality Coordinator

Business area: Quality & Improvement  
 FTE: As per Conditions of Employment  
 Reports to: Quality Manager

## OUR VISION

To be an innovative centre of excellence,  
 where people choose to receive health care and people love to work.

## OUR GUIDING VALUES



### Position objective:

- To guide and support quality processes within the organisation primarily focused in the clinical areas to ensure continued development of clinical excellence, improved health outcomes, service delivery and consumer experience.

### Functional relationships:

Internal:	External:
<ul style="list-style-type: none"> <li>• Hospital Manager</li> <li>• Quality Manager</li> <li>• Patient Care Manager</li> <li>• Perioperative Service Manager</li> <li>• Charge nurse / midwife</li> <li>• Nursing / AT / CSSD Coordinators</li> <li>• Learning and development nurse educators</li> <li>• Infection Prevention and Control Coordinator</li> <li>• Informatics Nurse Specialist</li> <li>• Theatre and ward clinical staff</li> <li>• Health and Safety Advisor</li> <li>• All other St George's staff</li> </ul>	<ul style="list-style-type: none"> <li>• Auditing agency</li> <li>• Health Quality and Safety Commission</li> <li>• Patients, family, whānau and support persons</li> <li>• Clinicians</li> <li>• Allied Health Professionals</li> <li>• Other private and public hospitals</li> </ul>

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### Key areas of accountability:

Area of Accountability	Expected Results
<b>Quality improvement and innovation</b>	<ul style="list-style-type: none"> <li>Provides guidance to teams to maintain, evaluate and improve quality systems within their areas.</li> <li>Facilitates quality improvement planning, monitoring evaluation and modification of key clinical systems promoting innovation.</li> <li>Provides education and support to enable staff to undertake reviews of incidents and complaints including identification and implementation of action plans to prevent reoccurrence.</li> <li>Works with all clinical areas to enable implementation of quality plans and an understanding of the clinical requirements and how they can be met.</li> <li>Supports clinical areas in the auditing process to enable relevant monitoring and evaluation of systems and process.</li> <li>Collaborates with charge nurses, nurse specialists, nurse educators and other clinical leaders to identify and address areas of learning and development relating to quality improvement.</li> </ul>
<b>Certification</b>	<ul style="list-style-type: none"> <li>Understands and supports the coordination of the Ministry of Health Certification processes.</li> <li>Identifies and prioritises actions and resources required to meet Ngā paerewa Health and Disability Services Standards.</li> </ul>
<b>Policies and procedures</b>	<ul style="list-style-type: none"> <li>Understands relevant clinical legislation and compliance acts, regulations and policies.</li> <li>Ensures policies and procedures are developed, evaluated and meet all relevant current legislation, regulated requirements and best-practice evidence.</li> <li>Provides advice and support to the clinical teams for planning audit and evaluation of clinical standards.</li> </ul>
<b>Interpersonal relationships/leadership and teamwork</b>	<ul style="list-style-type: none"> <li>Maintains approachability and an open, effective communication style.</li> <li>Models St George's Hospital vision, values and goals.</li> <li>Respects lines of authority and uses proper channels of communication.</li> <li>Is open and receptive to feedback.</li> <li>Establishes collaborative networks across teams for mutual benefit.</li> <li>Collaborates with peers to achieve strategic goals.</li> <li>Reinforces patient/client focus through education, practice, policies and/or procedures.</li> <li>Recognises individual efforts in excellent patient/client focus.</li> <li>Responds to the changing needs of patients/client groups and appropriately plans education and practice development initiatives to meet service need.</li> <li>Empowers others to take action to resolve patient/client issues promptly</li> <li>Creates a culture of patient/client focus through person-centered care.</li> <li>Expresses information effectively, both orally and in writing, adjusts language and style to the recipients and considers their frame of reference.</li> </ul>
<b>Professional development</b>	<ul style="list-style-type: none"> <li>Maintains and continuously updates professional portfolio.</li> <li>Maintains own professional development and mandatory updates.</li> <li>Undertakes responsibility for meeting all the mandatory requirements of the professional body and the organisation.</li> <li>Demonstrates and facilitates contemporary knowledge and skills.</li> <li>Understands and adheres to all legislative requirements and follows St George's Hospital policies and procedures.</li> </ul>

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	<ul style="list-style-type: none"> <li>Participates in performance review and the setting of performance objectives aligned to the goals of the organisation.</li> <li>Identifies own learning requirements/deficits and discusses development plan with Manager.</li> <li>Attends relevant study days and in-service education.</li> <li>Fosters an environment conducive to learning, enquiry and research.</li> <li>Participates in approved research programmes as requested.</li> </ul>
<b>Organisational culture</b>	<ul style="list-style-type: none"> <li>Fosters co-operation across the organisation.</li> <li>Is customer focused, understands and promotes the concept of internal and external customers (i.e. patients, colleagues and clinicians).</li> <li>Maintains confidentiality in respect to St George's operations, business, employees, clients and patients.</li> <li>Adheres to St George's policies and procedures.</li> </ul>
<b>Cultural safety and Te Tiriti o Waitangi</b>  To promote cultural awareness within St George's Hospital	<ul style="list-style-type: none"> <li>Understands and has knowledge of the Te Tiriti o Waitangi and its implications for health.</li> <li>Collaborates with colleagues regarding the integration of Te Tiriti principles of partnership, protection and participation in practice</li> <li>Displays a willingness to work positively with organisational strategies to improve outcomes for Māori</li> <li>Promotes an awareness of cultural differences amongst staff and patients (e.g. beliefs, gender, sexual orientation or disability) and the impact that beliefs and values have on practice</li> </ul>
<b>Health &amp; Safety</b>	<ul style="list-style-type: none"> <li>Complies, as far as is reasonably able, with any reasonable instruction that is given to allow St George's to comply with legislated Health and Safety at Work requirements</li> <li>Cooperates with any reasonable policy or procedure relating to health or safety at the workplace</li> <li>Ensures compliance with hospital security requirements and is vigilant in all matters of security</li> <li>Participates in Health and Safety training as required by St George's</li> </ul>
<b>Other duties</b>	<ul style="list-style-type: none"> <li>Undertakes other duties as requested by the Quality Manager from time to time</li> <li>Performs such duties in a timely, accurate manner and in accordance with St George's Hospital policies and procedures.</li> </ul>

### Qualifications, Experience and Personal Qualities

	Essential	Desirable
<b>Qualifications</b>	<ul style="list-style-type: none"> <li>Healthcare professional with a current practicing certificate</li> </ul>	<ul style="list-style-type: none"> <li>Post registration education in a relevant specialty</li> </ul>
<b>Experience &amp; Knowledge</b>	<ul style="list-style-type: none"> <li>Minimum 5 years (FTE) clinical experience</li> <li>Experience in senior healthcare professional role</li> <li>Experience in the provision of clinical support, guidance and education</li> </ul>	<ul style="list-style-type: none"> <li>Experience in a surgical setting</li> <li>Relevant health auditor training</li> <li>Experience in appropriate quality role and in the Ministry of Health Certification process</li> </ul>
<b>Personal Attributes</b>	<ul style="list-style-type: none"> <li>Excellent communication and interpersonal skills</li> <li>Ability to work autonomously and as part of a collaborative team</li> </ul>	

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	<b>Essential</b>	<b>Desirable</b>
	<ul style="list-style-type: none"> <li>• Is proactive and innovative</li> <li>• Integrity</li> <li>• Enthusiastic</li> </ul>	

**Agreed by:**

**Signed:** \_\_\_\_\_ **Date:** \_\_\_\_\_  
Employee

**Signed:** \_\_\_\_\_ **Date:** \_\_\_\_\_  
Hospital Manager