

Position Description: Quality Coordinator

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



Our Purpose

Our Mission :

Excellence in health care within a culture of caring

Our Vision :

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

Our Values:

Four core values:

- Do the Right Thing
- Aim for Excellence
- Caring for All
- Work Better Together

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

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Key areas of accountability:

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

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	<ul style="list-style-type: none"> Participates in performance review and the setting of performance objectives aligned to the goals of the organisation. Identifies own learning requirements/deficits and discusses development plan with Manager. Attends relevant study days and in-service education. Fosters an environment conducive to learning, enquiry and research. Participates in approved research programmes as requested.
Organisational culture	<ul style="list-style-type: none"> Fosters co-operation across the organisation. Is customer focused, understands and promotes the concept of internal and external customers (i.e. patients, colleagues and clinicians). Maintains confidentiality in respect to St George's operations, business, employees, clients and patients. Adheres to St George's policies and procedures.
Cultural safety, understanding and Te Tiriti o Waitangi To promote cultural awareness within St George's Hospital	<ul style="list-style-type: none"> Demonstrates an understanding of and commitment to our responsibilities of Te Tiriti o Waitangi. Respects diversity of cultural, this may include age, gender, sexuality, ethnicity, culture, disability, or beliefs.
Health & Safety	<ul style="list-style-type: none"> Complies with and supports all health and safety policies, guidelines, and initiatives. <p>Ensures all incidents, injuries and near misses are reported in our H&S reporting tool.</p>
Other duties	<ul style="list-style-type: none"> Undertakes other duties as requested by the Quality Manager from time to time Performs such duties in a timely, accurate manner and in accordance with St George's Hospital policies and procedures.

Qualifications, Experience and Personal Qualities

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