

POSITION DESCRIPTION

Position Title: Quality Manager
 Business area: Quality
 FTE: As per Conditions of Employment
 Reports to: Hospital Manager



<p style="text-align: center;"><i>Our Mission :</i></p> <p style="text-align: center;">Excellence in health care within a culture of caring</p>	<p style="text-align: center;"><i>Our Vision :</i></p> <p style="text-align: center;">To be an innovative centre of excellence, where people choose to receive health care and people love to work.</p>	<p style="text-align: center;"><i>Our Values:</i></p> <p style="text-align: center;">Four core values:</p> <ul style="list-style-type: none"> ○ Do the Right Thing ○ Aim for Excellence ○ Caring for All ○ Work Better Together
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Position Objective

- *To provide leadership in quality improvement and clinical risk management and to maintain a structured framework for identification, analysis, corrective action, monitoring and review of risk, issues and/or opportunities ensuring continuous quality improvement.*
- *Exhibit, promote and lead exemplary relationships within all areas of the Hospital.*
- *Partner and work collaboratively with the Senior Leadership team and other key colleagues to ensure safe, effective, continuous quality improvement.*
- *Lead the development of the Quality Framework and Plan and the Health and Safety Plan in collaboration with the Hospital Manager and lead the delivery of the implementation of the operational objectives.*

Functional Relationships

Internal:	External:
<ul style="list-style-type: none"> • Executive team • Senior leadership team and department leads. • All St George’s colleagues 	<ul style="list-style-type: none"> • Ministry of Health • Auditing agency • Health Quality and Safety Commission • Health and Disability Commission • ACC and associated agencies • WorkSafeNZ • Patients/consumers, whānau and support persons • Medical staff • Allied Health Professionals

Area of Accountability	Expected Results
Leadership and communication	<ul style="list-style-type: none"> • Models and ensures our Values (Do the Right Thing; Aim for Excellence; Caring for All; Work Better Together) are integrated throughout the quality team through daily practices, interactions and decision making. • Demonstrates effective oral and written communication within a multidisciplinary team environment. • Leads and manages the performance of the quality and health and safety teams including colleague development – clinical and personal, coaching and support, performance goal setting and yearly performance reviews, and ensuring mandatory training is completed. • Provides visible and accessible leadership, motivating others to follow and communicates consumer focused standards.
Quality improvement and innovation	<ul style="list-style-type: none"> • In collaboration with the senior management team constructively leads in the development of the quality improvement framework and plan (aligned to the Hospital strategy) within St Georges Hospital • Works cooperatively with all Hospital teams to promote a culture of openness in which practices and processes can be challenged, information shared, and issues addressed. • Supports the management team to develop, maintain, evaluate and improve quality systems. • Provides information and guidance to enable quality improvement science methodology, including robust evaluation and ongoing monitoring is effectively utilised. • Provides leadership in consumer engagement, including feedback (compliments and complaints management) and co-design in service improvements. • Promotes a patient safety, quality improvement culture that reflects evidence, is consumer centred and incorporates consumer participation. • Works with the hospital team to ensure adequate and appropriate information, communication and training about quality improvement process. • Educates, supports and advises colleagues responsible for carrying out reviews of incidents and complaints including identification and implementation of action plans to prevent reoccurrence. • Supports clinical and non-clinical areas in the auditing process to enable relevant monitoring and evaluation of systems and process.
Risk management	<ul style="list-style-type: none"> • Under the guidance of the risk management committee, supports the implementation of the framework for risk management within the Hospital. • Coordinates the risk management system and provides support, advice and guidance on the development of systems and processes to reduce risk within the Hospital. • Coordinates the incident management system so that risk information can be shared, and effective problem-solving processes implemented. • Analyses risk register submissions and provides feedback and support to relevant managers in order to improve and maintain the overall quality of the approach to risk reporting and management. • Assists colleagues to document and escalate issues identified and develop and track strategies to mitigate or eliminate them.
Certification	<ul style="list-style-type: none"> • Understands, plans and coordinates the Ministry of Health Certification processes and quality improvement programme.

Area of Accountability	Expected Results
	<ul style="list-style-type: none"> Identifies and supports relevant managers to prioritise actions and resources required to meet Ngā Paerewa Health and Disability Services Standards. Develops a system/method to evaluate the Hospital's progress towards certification status.
Policies and procedures	<ul style="list-style-type: none"> Monitors the document management system for policies and procedures supporting the development and review of organisational standards, policies and procedures. Supports policy and procedure development and evaluation to meet relevant, current legislation and regulated requirements.
Professional development	<ul style="list-style-type: none"> Undertakes responsibility for meeting the mandatory requirements of the professional body and the Hospital. Ensures own learning and development is undertaken according to hospital policy and participates in an annual performance review and the setting of performance objectives. Identifies own learning requirements/deficits and develops a plan in conjunction with the Hospital Manager. Fosters an environment conducive to learning, enquiry and research
Commitment to Te Tiriti o Waitangi	<ul style="list-style-type: none"> Understands and has knowledge of the Te Tiriti o Waitangi and its implications for health. Collaborates with colleagues regarding the integration of Te Tiriti principles in practice. Displays a willingness to work positively with the Hospital strategies to improve outcomes for Māori
Cultural safety	<ul style="list-style-type: none"> Respects and promotes diversity of cultural amongst colleagues and consumers, this may include age, gender, sexuality, ethnicity, culture, disability, or beliefs.
Health & Safety	<ul style="list-style-type: none"> Guides and supports the Health and Safety Advisor in the provision of continuous improvement of health and safety systems and processes. Complies with and supports all health and safety policies, guidelines, and initiatives. Ensures all incidents, injuries and near misses are reported reviewed and evaluated
Organisational effectiveness	<ul style="list-style-type: none"> Contributes to the cost effectiveness and changing needs of the hospital business. Sets appropriate priorities for workload. Actively looks for ways and means to promote efficiencies and cost effectiveness in service delivery
Other duties	<ul style="list-style-type: none"> Performs other duties relating to the scope of the role when requested.

Qualifications; Experience; Knowledge and Personal Attributes

	Essential	Desirable
Qualifications	<ul style="list-style-type: none"> Registered Nurse qualification with a current practicing certificate 	<ul style="list-style-type: none"> Achieved, working towards or intent to achieve relevant post graduate qualification
Experience & knowledge	<ul style="list-style-type: none"> Proven leadership ability and experience 5+ years clinical experience Experienced and skilled in the use of a range of technology applications 	<ul style="list-style-type: none"> Experience in quality frameworks and systems Experience in Ministry of Health Certification

	Essential	Desirable
Personal attributes	<ul style="list-style-type: none"> • Demonstrated leadership qualities: <ul style="list-style-type: none"> • Self-awareness; Emotional intelligence, Social intelligence; Exceptional communication skills; Resilience; Leadership agility • Adept at managing multiple pieces of work and prioritising the demands of a diverse range of stakeholders. • Excellent consumer / patient / clinician focus. • Strong organisational understanding; negotiation skills and critical thinking • An inclusive and approachable working style; with a clear understanding of the value diversity adds. • Co-operative and supportive team player 	

Signed: _____
Colleague

Date: _____