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| http://connect.calvarycare.org.au/Resources/Marketing/New%20Logo%20Library/Calvary_Refresh_Logo_Main_Stacked_RGB_Small.jpg | Position Description  [All Calvary Services/Service]  Version: [Version] |

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| **Position Title:** | | Risk, Safety & Quality Manager (RSQ) | | | |
| **Position Number:** | | CNMGRR | **Cost Centre:** | | C1550 |
| **Site/Facility:** | | Calvary North Adelaide Hospital (CNAH) | | | |
| **Department:** | | Executive | | | |
| **Enterprise Agreement** | | Salaried | | | |
| **Classification:** | | Salaried | | | |
| **Reports To:** | | General Manager CNAH | | | |
| **Date of Preparation:** | | May 2022 | **Date Updated:** | | August 2024 |
| **Primary Purpose** | | | | | |
| The RSQ Manager is responsible for providing leadership and direction on CNAHH risk, patient safety and quality programs to ensure it compliments strategic direction, daily operational processes, budget and delivery of clinical care, whilst also maintaining ongoing preparedness to maintain accreditation by demonstrating compliance with the National Safety and Quality Service Standards (NSQHSS) and other accreditation frameworks as required.  The RSQ Manager is instrumental in the coordination, implementation and ongoing maintenance of systems and processes for quality improvement & measurement, risk management, auditing and accreditation. This role will promote and organisational culture that promotes the Calvary values within the Hospital and works collaboratively with across the region, which gives priority to patient safety and quality, and clinical safety systems. | | | | | |
| Organisational Environment | | | | | |
| Founded in 1885 by the Sisters of the Little Company of Mary, Calvary is a charitable, not-for-profit, Catholic health care organisation. Our mission is to provide quality, compassionate health care to the most vulnerable, including those reaching the end of their life. With over 18,000 staff and volunteers, we have a national network of 14 Public and Private Hospitals, 72 Residential Care and Retirement Communities and 19 Community Care service centers.  Calvary continues the mission of the Sisters of the Little Company of Mary, a [mission](https://www.calvarycare.org.au/about/mission-and-values) focused on caring for those who are sick, dying and in need. We express our values of hospitality, healing, stewardship and respect through “being for others” exemplified by the [Spirit of Calvary](https://www.calvarycare.org.au/about/mission-and-values/) and the example of Venerable [Mary Potter](https://www.calvarycare.org.au/about/heritage/).  As an equal opportunity employer, we value diversity and are committed to fostering a workplace that is respectful, welcoming and inclusive where people are supported to draw strengths from their identity, culture and community. We value the integral dignity of each person, regardless of their religion, race, gender, cultural background or choices. | | | | | |
| Accountabilities and Key Result Areas | | | | | |
| ***People and Culture:***   * Work in accordance with the mission and vision of Calvary and actively participate in developing a culture that promotes Calvary’s values of healing, hospitality, stewardship and respect; * Lead and/or engage in a safe working culture across the organisation; * Work in collaboration with executive, accredited medical staff, consumers, departmental managers and staff across the hospital; * In collaboration with Learning and Development, identify skills and training required to support workforce capability; * Work in collaboration with Calvary National Clinical Governance Unit to ensure Hospital governance aligns with the Calvary By-laws and Calvary Clinical Governance Framework. * Foster a coaching and learning environment with a focus on safety and quality * Set clear goals and expectations for direct reports; * Monitor performance, conducting annual performance appraisals and providing coaching and support as required; * Practice in accordance with Calvary and relevant Government Health policies and procedures, the position description, Code of Conduct and industrial agreements; * Actively lead and support Managers to participate in identification, control and mitigation of risks to CNAH; * Participate and lead relevant committees and provide reports as identified.   ***Service Development & Innovation:***   * Lead the coordination and management of all accreditation processes for CNAH; * Support the integration of effective governance systems and processes across operational planning, service delivery and performance reporting; * Lead and coordinate working parties and committees pertaining to clinical and non-clinical quality, safety and risk management; * Apply knowledge of the Australian Commission on Safety and Quality in Health Care (ACSQHC) and NSQHSS; * Provide advice to support the education of staff on the principles of patient safety, quality improvement and risk management, and act as a resource to support their learning and development; * Respond to service monitoring programs and evaluations related to patient safety, quality and risk management; * Provide regular feedback to staff in a structured process that meets the needs of the individual units; * Develop and implement a quality improvement program that promotes an integrated system of quality and risk management across the hospital, consistent with the other hospitals within the region, and supports the strategic direction of the organisation; * Adhere to corporate and site policies and procedures.   ***Wise Stewardship***   * Support the CNAH Executive to ensure the CNAH Risk Register is current; * Ensure all documentation adheres to Calvary policies and procedures, the NSQHSS and other relevant Accreditation Frameworks outlined by the ACSQHC; * Read and respond to written requests for information in a timely manner; * Prepare reports and executive briefs with regard to patient safety, quality management and risk management as required; * Manage and develop an environment that fosters communication and collaboration within CNAH and amongst all stakeholders across Calvary SA; * Develop and maintain strong relationships and work processes with all key stakeholders; * Maintain patient and staff confidentiality in compliance with privacy legislation and policy.   ***WH&S Responsibilities:***   * Take reasonable care of your own health and safety and the health and safety of others in the workplace; * Comply with relevant Calvary WHS policies, procedures, work instructions and requests; * Report to your supervisor any incident or unsafe conditions which come to your attention; * Observe any additional requirements as outline in Calvary’s WHS Responsibilities, Authority and Accountability Table (published on Calvary intranet); * Facilitate the recovery, maintenance or early return to work of employees with work related injury/illness in line with Return to Work legislation. | | | | | |
| **Key Relationships** | | | | | |
| Internal: | * Executive Management Team * Director of Clinical Services * Department Managers * Clinical and non-clinical employees * Allied Health Professionals * Other LCMHC Services | | | | |
| External: | * Visiting Medical Officers * Visitors and Patients * Health Complaints Commissioner * Accreditation Surveyors / Support Officers * Government Bodies * Representatives from external customer service or Staff satisfaction surveys | | | | |
| **Position Impact** | | | | | |
| Direct Reports | Risk, Safety and Quality Officer  Document Controller | | | | |
| Budget: | *Nil* | | | | |
| Selection Criteria | | | | | |
| **Essential**   * Registration with the Australian Heath Practitioner Regulation Agency (AHPRA). * Completion of the ACSQHC NSQHS Standards Orientation Course. * A thorough understanding of the Clinical Trials Governance Framework * Relevant tertiary qualifications or demonstrated experience leading a clinical risk, safety and quality role, in a complex health organisation.   **Desirable**   * High level communication, interpersonal and negotiation skills * Skills in investigation and report writing with a keen eye for detail * Demonstrated ability to work with a wide range of people in a team environment * Well-developed computer skills including Microsoft Office * A demonstrated desire to learn, improve and accommodate change * Time and stress management skills and demonstrated ability to follow through tasks to completion | | | | | |
| Approvals | | | | | |
| Job Holder’s signature: | | | | Date: | |
| Manager’s signature: | | | | Date: | |