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|  | Position Description Calvary Health Care Adelaide LtdVersion:2 |

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| **Position Title:** | Risk, Safety & Quality Officer |
| **Position Number:** | 602146 | **Cost Centre:** | C3550 |
| **Site/Facility:** | Calvary Central Districts Hospital |
| **Department:** | Risk, Safety & Quality  |
| **Enterprise Agreement** | Calvary Health Care Adelaide and ANMF SA – Adelaide Private Hospitals – Nurses and Midwives’ Enterprise Agreement. |
| **Classification:** | Registered Nurse Level 2 |
| **Reports To:** | Risk, Safety and Quality Manager |
| **Date of Preparation:** | 9 June 2017 | **Date Updated:** | August 2024 |
| **Primary Purpose** |
| This position is responsible for providing day to day support of the Clinical Governance systems to ensure it compliments strategic direction, daily operational processes, budget, business direction and delivery of clinical care of the hospital whilst supporting compliance with the National Safety and Quality Service Standards (NSQHSS). |
| Organisational Environment |
| At Calvary our vision as a Catholic Health, Community and Aged Care provider, is to excel, and be recognised, as a continuing source of healing, hope and nurturing to the people and communities we serve. We put the person at the centre of care in all that we do. Calvary continues our mission focus in providing high quality care to the sick and vulnerable and in particular to those people approaching and reaching the end of life, their families and carers in all our services.Calvary’s Services include public and private hospital care, acute and sub-acute care, community care and retirement and aged care services, in both rural and metropolitan areas.Calvary’s commitment to continual growth of services and development and measurement of internal process ensures that patients, and the systems that support patient care, are of the highest priority. |
| 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
* Practice in accordance with Calvary and relevant Government Health policies and procedures, the position description, Code of Conduct and industrial agreements.
* Assist in and support a hospital wide quality improvement program that promotes an integrated system of quality and risk management in line with the strategic direction of the hospital.
* Actively participate in identification of risks to the hospital.
* Work in consultation with key personnel to reduce identified risks
* Adhere to corporate and site policies and procedures.

***Service Development & Innovation:**** Deliver education and engage with staff to provide a common understanding of the NSQHSS within the organisation, linking patient safety, quality improvement & risk management principles.
* Facilitate the completion of audits according to the organisations audit schedule to support the identification of opportunities to improvement.
* Support the Risk, Safety and Quality (RSQ) Manager in review, investigation and trending of incidents
* Actively participate in quality improvement and risk management activities to support the organisations ongoing preparedness for unannounced assessment by accrediting agencies.
* Engage with key stakeholders and support the communication of all aspects relating to NSQHSS to ensure the workforce are informed and understand their roles in Clinical Governance.
* Assist the RSQ Manager in preparation of reports and undertake special projects or tasks as required.

***Document Control:**** Support the Document Controller with maintenance of controlled documents.
* Participate in consultation on controlled documents
* Liaise as necessary with department managers to support the review of controlled documents.

***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 manager 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)

***Community Engagement:**** Participate in relevant committee and provide reports as identified.
* Maintain patient and staff confidentiality in compliance with privacy legislation and policy.
* Support the mangers to review Consumer feedback, undertake investigations as necessary, and share these learnings
* Identify and understand the needs and expectations of our customers.
* Ensure prompt and courteous response to internal and external customer requirements.
* Demonstrates friendly and professional behaviour towards all
* Contribute to the expression of the values and culture.
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| **Key Relationships** |
| Internal: | **Internal:*** Risk, Safety and Quality Manager
* Director of Clinical Services
* Department Managers
* Frontline Managers
* Nursing and non-nursing staff
* Allied Health Professionals
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| External: | **External:*** Medical Officers
* Visitors and Patients
* Health Complaints Commissioner
* Other Little Company of Mary Health Care (LCMHC) Services
* The Australian Council on Health Care Standards( ACHS)
* Australian Commission on Safety and Quality in Health Care (ACSQHC)
* Government Bodies
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| **Position Impact** |
| Direct Reports: | * Nil
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| Budget: | * Nil
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| Selection Criteria |
| **Essential*** Registration with the Australian Heath Practitioner Regulation Agency
* A thorough understanding of the NSQHS Standards
* An understanding of principles of quality improvement and risk management
* 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

**Desirable*** High level communication, interpersonal and negotiation skills
* Completion of the Australian Commission on Safety and Quality in Health Care NSQHS Standards orientation course
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| Approvals  |
| Job Holder’s signature: | Date: |
| Manager’s signature: | Date: |