Position	Safety, Quality and Clinical Risk Coordinator
Classification	AHP3
Division	Corporate Services
Department / Section / Unit / Ward	Clinical Governance Unit
Role reports to	Operationally: > Safety Manager Professionally: > Director, Allied Health
CHRIS 21 Position Number M55570	**Role Created / Review Date 2024-25-0046** 29/08/2024
Criminal History Clearance Requirements ☒ National Police Check ☐ Child - Prescribed (Working with Children Check)	**Immunisation Risk Category** Category B (indirect contact with blood or body substances)

JOB SPECIFICATION

Primary Objective(s) of role:

> Uses clinical knowledge and experience to provide support services to the SALHN in the implementation, maintenance and ongoing development and improvement of the patient safety, quality systems and clinical risk management systems aimed at improving patient outcomes and experience.
> Has a close relationship with Mental Health Division and as such requires a sound understanding of mental health clinical practice issues.
> Accepts accountability for the outcomes of management practices, for addressing inconsistencies between practice and policy; and for contributing to a safe and positive work culture in the interest of positive staff and organisational outcomes.

Direct Reports: (List positions reporting directly to this position)

> Nil reports

Key Relationships / Interactions:

Internal:
> Works collaboratively with the members of the Clinical Governance team and to support the development and sustainment safe quality systems.
> Working with Mental Health staff on matters relevant to safety, quality and risk.
> Works collaboratively with the SALHN staff in relation to safety, quality and risk.

External:
> Maintains effective and collaborative working relationships with the SA Health, other health   LHN's and key stakeholders.

Challenges associated with Role:

Major challenges currently associated with the role include:

> Keeping professionally up to date with relevant research, technological advances and models of care.

> Working appropriately and in a culturally respectful way with children, youth, women and their families where there are multiple complexities, diverse cultural backgrounds and expectations of clients.

> Accepting responsibility for the maintenance of own knowledge and professional competence and contemporary practices.
> Working collaboratively within the multidisciplinary team and across organisational Divisions/sites and promotes communication processes to enable best patient/client outcomes.
>

Delegations: (As defined in SALHN instruments of delegations)

(Levels / limits of authority in relation to finance, human resources, Work Health and Safety and administrative requirements as defined by Departmental delegations and policies.)

Financial	N/A
Human Resources	N/A
Procurement	N/A

Resilience

SA Health employees persevere to achieve goals, stay calm under pressure and are open to feedback.

Performance Development

It is your responsibility to actively participate in the Performance Review & Development Program which will include a six (6) monthly review of your performance against the responsibilities and key result areas associated with your position and a requirement to demonstrate appropriate behaviours which reflect a commitment to South Australian Public Sector and SALHN values and strategic directions.

General Requirements

Managers and staff are required to work in accordance with the Code of Ethics for South Australian Public Sector, Policies, Procedures and legislative requirements including but not limited to:

> National Safety and Quality Health Care Service Standards.
> *Work Health and Safety Act 2012* (SA) and when relevant WHS Defined Officers must meet due diligence requirements.
> *Return to Work Act 2014 (SA)*, facilitating the recovery, maintenance or early return to work of employees with work related injury / illness.
> Meet immunisation requirements as outlined in the Immunisation for Health Care Workers in South Australia Policy Directive.
> Equal Employment Opportunities (including prevention of bullying, harassment and intimidation).
> *Children and Young People (Safety Act) 2017 (SA)*
> *Public Interest Disclosure Act 2018*.
> Disability Discrimination.
> Information Privacy Principles.
> Relevant Awards, Enterprise Agreements, *Public Sector Act 2009*, *Health Care Act 2008*, and the SA Health (Health Care Act) Human Resources Manual.
> Relevant Australian Standards.
> Duty to maintain confidentiality.
> Smoke Free Workplace.
> To value and respect the needs and contributions of SA Health Aboriginal staff and clients, and commit to the development of Aboriginal cultural competence across all SA Health practice and service delivery.
> Applying the principles of the South Australian Government's Risk Management Policy to work as appropriate.

> *Mental Health Act 2009 (SA)* and Regulations.

Handling of Official Information

By virtue of their duties, SA Health employees frequently access, otherwise deal with, and/or are aware of, information that needs to be treated as confidential.

SA Health employees will not access or attempt to access official information, including confidential patient information other than in connection with the performance by them of their duties and/or as authorised.

SA Health employees will not misuse information gained in their official capacity.

SA Health employees will maintain the integrity and security of official or confidential information for which they are responsible. Employees will also ensure that the privacy of individuals is maintained and will only release or disclose information in accordance with relevant legislation, industrial instruments, policy, or lawful and reasonable direction.

Special Conditions

> It is mandatory that no person, whether or not currently working in SA Health, will be eligible for appointment to a position in SA Health unless they have obtained a satisfactory Background Screening and National Criminal History Clearance.

> Prescribed Positions under the *Child Safety (Prohibited Persons) Act 2016* and Child Safety (Prohibited Persons) Regulations 2019 must obtain a Working with Children Clearance through the Screening Unit, Department of Human Services.

> Working with Children Clearance must be renewed every five (5) years.

> 'Approved Aged Care Provider Positions' as defined under the Accountability Principles 1998 made in pursuant to the *Aged Care Act 2007* (Cth) must be renewed every 3 years.

> Appointment and ongoing employment is subject to immunisation requirements as per Risk Category identified on page 1.

> Depending on work requirements the incumbent may be transferred to other locations across SA Health to perform work appropriate to classification, skills and capabilities either on a permanent or temporary basis subject to relevant provisions of the *Public Sector Act 2009* for Public Sector employees or the SA Health (Health Care Act) Human Resources Manual for *Health Care Act 2008* employees.

> The incumbent may be required to participate in Counter Disaster activities including attendance, as required, at training programs and exercises to develop the necessary skills required to participate in responses in the event of a disaster and/or major incident.

Key Result Areas	Major Responsibilities
Direct/indirect patient/client care	> Commitment to delivering high quality and safe care consistent with the SALHN Integrated Governance Framework and Consumer Engagement Framework and Plan.
	> Integrate contemporary information and evidence with personal experience to support the decision making, innovative thinking and objective analysis that is expected at this level eg Expert clinical knowledge underpins and informs their ability to support, lead and/or provide expert clinical care to improve and optimise nursing/midwifery care.
	> Provide direct, expert clinical nursing/midwifery care, select and implement different therapeutic interventions, provide individual case management to a defined population of patients/clients and evaluate progress.
	> Contribute expert nursing/midwifery assessment and advice to local clinical teams to achieve integrated nursing/midwifery care within a risk management framework.
	> Undertake the nursing/midwifery care role with a significant degree of independent clinical decision making in the area of personal expertise.
	> Be required in a multidisciplinary primary health care setting to apply nursing/midwifery expertise to assess clients, select and implement different therapeutic interventions and/or support programs and evaluate patient/client progress.
	>
Support of health service systems	> Use available information systems: to inform decision making, to implement and co-ordinate processes for quality improvement, to monitor and analyse incidents and accidents, to ensure quality and safety is not compromised, to evaluate outcomes and convey information to staff.
	> Contribute to the development of, implementation of, and monitoring of corporate policies and processes and lead in their area of expertise.
	> Management of resources with due diligence.
	> Implement and co-ordinate within span of control, processes for quality improvement and continuity within corporate risk management and nursing/midwifery professional practice frameworks.
	> Identifying hazards, assessing risks and implementing, monitoring and maintaining hazard control measures.
	> Maintain productive working relationships and manage conflict resolution.
	> Contribute to the development and sustainability of nursing/midwifery skills for the needs of the specific population group using systems of resource and standards promulgation.
	> Contribute specific expertise to nursing/midwifery practice through clinical protocol and standards development.
	> Assuring a comprehensive root cause analysis is conducted when a critical incident is identified.
	> Identifying systems issues that require study to ensure improvement of clinical outcomes.
	> Providing guidance and support to clinicians and management to implement system change to reduce risk to the organisation.
	> Support the performance of clinical audits and reviews of clinical practices using existing and specially developed data sources (including direct interviews, where relevant) for such reviews and audits

	> Undertakes divisional, clinical unit, or specific clinician level analyses of other safety, risk and quality issues using existing data or further sources of information relevant to the issue under investigation
Facilitate an infrastructure which specifically focuses on identifying, implementing and evaluating change	> Establishing initiatives / processes which enhance and expand the existing infrastructure for managing continuous quality improvement and ways of improving outcomes of health service provision. > Establishing effective feedback mechanisms to ensure improvement cycles are established. > Assisting in the process of change, determining timeframes and measures for review. > Assisting staff to evaluate the impact of changes in practice > Creating effective communication channels to ensure staff are aware of clinical practice improvement activities and the outcomes. >
Education	> Hold a contemporary professional practice portfolio containing evidence of postgraduate qualifications, learning and practice experience that underpin a demonstrable application of knowledge and skills commensurate with the level and type of practice expected of the role. > Ensure mechanisms are in place to support ongoing education where work and learning are integrated. > Apply and share expert clinical knowledge to improve patient/client care outcomes. > Contribute clinical expertise to learning environments, which may include individual/team capability development and/or post registration clinical teaching.
Research	> Contribute specific expertise to monitor and evaluate research activities in order to improve nursing or midwifery practice and service delivery; > Establishing, implementing and evaluating systems, which ensure best practice/evidence and patient/client outcomes; > Applies evidenced based recommendations to improve practice and service function; > Contribute to clinical practice research.
Professional Leadership	> Provides leadership and direction, acts a role model, mentor, consultant and resource person; > Contribute to the redesign of care and treatment practices. > Understanding clinical issues and processes in practice, and working with clinicians to analyse these and complete projects. > Providing appropriate support / assistance / education for the completion of these studies / projects. > Assisting staff to manage the change process in relation to any of the above activities. > Manage specific projects as defined by the CEO and/or Manager of Clinical Governance > Promoting and reinforcing the need for risk management principles and practices to be accepted and adopted as an integral part of core business by: > ensuring all staff are aware of the Risk Management Reporting Framework and the risk facilitator responsible for their area > developing strategies with staff to ensure risk management becomes integrated into everyday activities

	> supporting clinical and non-clinical areas to incorporate risk into their local safety and quality agenda
Contribution to effective operation of unit	> Contributing to the development of an integrated team approach and culture which is highly responsive to the needs of our consumers. > Contributing to the promotion and implementation of the objects and principles of the Health Care Act 2008 and Public Sector Act 2009 (inclusive of the Code of Ethics for the South Australian Public Sector). > Adhering to the provisions of relevant legislation including, but not limited to, the Equal Opportunity Act 1984, Work Health and Safety Act 2012 (SA) (WHS), Awards and Enterprise Agreements. > Demonstrating appropriate behaviours which reflect a commitment to the Department of Health values and strategic directions. > Undertaking training as required to attain and maintain required competency of skills and knowledge applicable to the role.

1. ESSENTIAL MINIMUM REQUIREMENTS

Educational/Vocational Qualifications
> Appropriate degree or equivalent qualification which entitles registration with the Psychology Board of Australia, or
> Appropriate degree or equivalent qualification which gives eligibility for full membership with the Australian Association of Social Workers, or
> Appropriate degree or equivalent qualification which entitles registration as an Occupational Therapist.

Personal Abilities/Aptitudes/Skills
Demonstrated ability to:

> Work autonomously
> Effective leadership skills including highly developed skills in communication, problem solving, conflict resolution and negotiation
> Demonstrated ability in the facilitation of change management
> Ability to prioritise workload and meet timeframes
> Ability to be creative, innovative and flexible when approaching issues which can be applied to the quality, safety and risk setting
> Demonstrated ability to foster a workplace environment that develops staff potential
> Proven commitment to the principles and practise of:
    – EEO, Ethical Conduct, diversity and WHS;
    – Quality management and client oriented service;
    – Risk management."
> Proven commitment to the principles and practise of:
    – EEO, Ethical Conduct, Diversity and Worker Health & Safety.
    – Quality management and the provision of person and family centred care.
    – Risk management.

Experience
> Registered Allied Health qualification with at least 3 years post registration experience
> Demonstrated experience in management and leadership roles
> Demonstrated experience in project management
> Demonstrated experience in preparing to meet accreditation or certification requirements
> Experience in facilitating teams
> Experience in conducting incident reviews
> Analysing and interpreting quantitative and qualitative data
> Proven experience in delivering high quality and safe care consistent with the National Safety and Quality Health Care Service Standards. (Mandatory for all clinical positions.)

Knowledge
> Awareness of National Safety and Quality Health Service Standards.
> Understanding of Delegated Safety Roles and Responsibilities.
> Understanding of Work Health Safety principles and procedures.
> Understanding of Quality Management principles and procedures.
> Awareness of person and family centred care principles and consumer engagement principles and procedures.
> Understanding of the principles and practice and the legal framework relating to risk management, investigations and mitigation, in the context of governance within the South Australian public health care system.
> Knowledge of contemporary professional, safety, quality and risk issues in healthcare
> Knowledge of quality improvement principles and methodologies.
> Knowledge of the National Standards for Mental Health Services

- > Knowledge of planning processes, change management principles and practices.
- > Knowledge of patient safety and quality systems and practices within the health sector nationally and internationally.
- > Knowledge and understanding of legislative responsibilities for WHS, Workers Compensation and Rehabilitation and Equal Opportunity.

2. DESIRABLE CHARACTERISTICS (to distinguish between applicants who meet all essential requirements)

Personal Abilities/Aptitudes/Skills

- > Skills in using computers and software relevant to the area of practice.
- > Ability to analyse complex clinical data.
- > Ability to undertake presentations to community and professional groups.

Experience

- > Proven experience in basic computing skills, including email and word processing.
- > Experience in evaluating the results of research and integrating, where relevant, the results into practice.
- > Experience with quality improvement methodologies for clinical activities
- > Experience in clinical management and leadership roles

Knowledge

- > Awareness of the Charter of Health and Community Services rights.
- > Knowledge of the South Australian Public Health System
- > Knowledge of contemporary professional issues
- > Comprehensive knowledge of health care research processes and application.

Educational/Vocational Qualifications

- > Qualifications related to health care management, quality, audit, or risk management systems.

Other Details

- > Nil

Organisational Overview

Our mission at SA Health is to lead and deliver a comprehensive and sustainable health system that aims to ensure healthier, longer and better lives for all South Australians. We will achieve our objectives by strengthening primary health care, enhancing hospital care, reforming mental health care and improving the health of Aboriginal people.

SA Health is committed to a health system that produces positive health outcomes by focusing on health promotion, illness prevention and early intervention. We will work with other government agencies and the community to address the environmental, socioeconomic, biological and behavioural determinants of health, and to achieve equitable health outcomes for all South Australians.

SA Health Challenges

The health system is facing the challenges of an ageing population, increased incidence of chronic disease, workforce strategies, and ageing infrastructure. The SA Health Strategic Plan has been developed to meet these challenges and ensure South Australians have access to the best available health care in hospitals, health care centres and through GPs and other providers.

Our Legal Entities

SA Health is the brand name for the health portfolio of services and agencies responsible to the Minister for Health and Wellbeing. The Department for Health and Wellbeing is an administrative unit under the Public Sector Act 2009.

Governing Boards

The State Government is reforming the governance of SA Health, including from 1 July 2019 the establishment of 10 Local Health Networks, each with its own Governing Board.

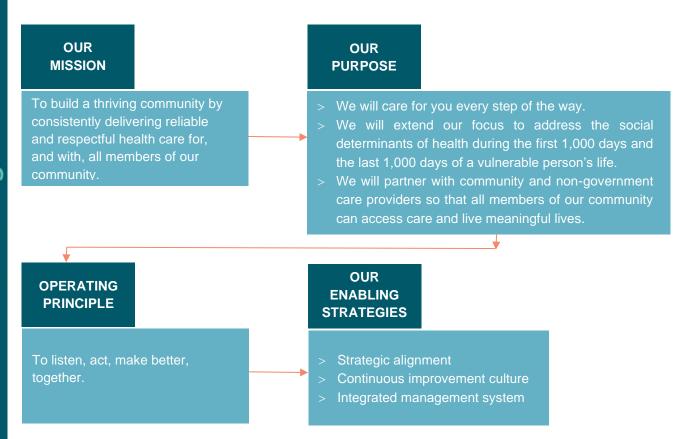| Statewide	> Women's and Children's Health Network
Metropolitan	> Central Adelaide Local Health Network > Southern Adelaide Local Health Network > Northern Adelaide Local Health Network
Regional	> Barossa Hills Fleurieu Local Health Network > Yorke and Northern Local Health Network > Flinders and Upper North Local Health Network > Riverland Mallee Coorong Local Health Network > Eyre and Far North Local Health Network > South East Local Health Network

Southern Adelaide Local Health Network (SALHN)

SALHN provides care for more than 350,000 people living in the southern metropolitan area of Adelaide as well as providing a number of statewide services, and services to those in regional areas. More than 7,500 skilled staff provide high quality patient care, education, research and health promoting services.

SALHN provides a range of acute and sub-acute health services for people of all ages.

SALHN includes
> Flinders Medical Centre
> Noarlunga Hospital
> GP Plus Health Care Centres and Super Clinics
> Mental Health Services
> Sub-acute services, including Repat Health Precinct
> Jamie Larcombe Centre
> Aboriginal Family Clinics

OUR MISSION

To build a thriving community by consistently delivering reliable and respectful health care for, and with, all members of our community.

OUR PURPOSE

> We will care for you every step of the way.
> We will extend our focus to address the social determinants of health during the first 1,000 days and the last 1,000 days of a vulnerable person's life.
> We will partner with community and non-government care providers so that all members of our community can access care and live meaningful lives.

OPERATING PRINCIPLE

To listen, act, make better, together.

OUR ENABLING STRATEGIES

> Strategic alignment
> Continuous improvement culture
> Integrated management system

Code of Ethics

The Code of Ethics for the South Australian Public Sector provides an ethical framework for the public sector and applies to all public service employees; it sets out the **South Australian Public Sector Values** as:

> **Service** – We proudly serve the community and Government of South Australia.
> **Professionalism** – We strive for excellence.
> **Trust** – We have confidence in the ability of others.
> **Respect** – We value every individual.
> **Collaboration & engagement** – We create solutions together.
> **Honesty & integrity** – We act truthfully, consistently, and fairly.
> **Courage & tenacity** – We never give up.
> **Sustainability** – We work to get the best results for current and future generations of South Australians.

The Code recognises that some public sector employees are also bound by codes of conduct relevant to their profession.

Domestic and Family Violence

The Southern Adelaide Local Health Network (SALHN) recognises the devastating impact domestic or family violence can have on the lives, of those who experience abuse and are committed to supporting employees who experience domestic or family violence by providing a workplace environment that provides flexibility and supports their safety.

Acknowledgement

Role Acceptance

I have read and understand the responsibilities associated with the Safety Quality and Clinical Risk Coordinator in Corporate Services, Clinical Governance Unit and organisational context and the values of SA Health as described within this document.

Name

Signature

Date