DEPARTMENT OF HEALTH

Statement of Duties

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| **Position Title:** | Quality, Information and Online Services Officer |
| **Position Number:** | 523198 |
| **Classification:** | General Stream Band 4 |
| **Award/Agreement:** | Health and Human Services (Tasmanian State Service) Award |
| **Group/Section:** | Clinical Quality, Regulation and Accreditation  Quality and Patient Safety Service |
| **Position Type:** | Permanent, Full Time |
| **Location:** | North |
| **Reports to:** | Nursing Director - Quality and Patient Safety |
| **Effective Date:** | April 2021 |
| **Check Type:** | Annulled |
| **Check Frequency:** | Pre-employment |
| **Desirable Requirements:** | Relevant tertiary qualifications  Current Driver’s Licence |

NB. The above details in relation to Location, Position Type and Work Pattern may differ when this position is advertised – please refer to these details within the actual advert. The remainder of the content of this Statement of Duties applies to all advertised positions.

### Primary Purpose:

The Quality, Information and Online Services Officer works within the Clinical Quality, Regulation and Accreditation, Quality and Patient Safety Service (QPSS) to deliver on a broad range of quality improvement and patient safety work programs, under the leadership of the Nursing Director - Quality and Patient Safety and Nursing Director - Quality Risk and Safety Service Improvement.

The role is responsible for coordinating information and online systems related to QPSS work programs and business needs, including service plans recruitment, quality and safety training and workforce systems, and providing analysis and advice regarding this work to the Nursing Director - QPSS.

The role also oversees the intranet content and communication platforms for QPSS, including the development, consultation, and delivery of information for internal and external stakeholders.

### Duties:

1. Provide high-level communications and papers, based on the multiple information sources that QPSS is responsible for example, QPSS intranet pages, policy document management, and sharing of information across the Quality and Patient Safety Service.
2. Coordinate allocated portfolios including related quality improvement projects, and delivers on reports, options scoping, and briefing papers to progress program priorities.
3. Provide support to the Nurse Director QPSS and Nursing Director - Quality Risk and Safety Service Improvement in maintaining business, quality plans and databases to ensure that service and management targets are achieved.
4. Coordinate program-level information and resources for Intranet and online content, including collaboration with services/regional QPSS staff and oversight of administrative staff working within similar programs, to deliver current, accurate and appropriate information regarding quality, risk, accreditation, policy, consumer engagement, patient safety and national safety and quality standards.
5. Actively participate in and contribute to the organisation’s Quality & Safety and Work Health & Safety processes, including in the development and implementation of safety systems, improvement initiatives, safeguarding practices for vulnerable people, and related training.
6. The incumbent can expect to be allocated duties, not specifically mentioned in this document, that are within the capacity, qualifications and experience normally expected from persons occupying positions at this classification level.

### Key Accountabilities and Responsibilities:

The Quality, Information and Online Services Officer operates within set parameters and reporting lines for the provision of a broad range of quality and information related activities. The occupant works with considerable operational autonomy under limited supervision, is required to display initiative, flexibility, creativity, judgement, discretion, and interpretative skills in carrying out the duties of the position, and is responsible for:

* Provision of advice and remediation of issues relating to the planning and implementation of information systems and communication platforms, including business continuity and project risks related to the core business of the QPSS.
* Champion a child safe culture that upholds the *National Principles for Child Safe Organisations*. The Department is committed to the safety, wellbeing, and empowerment of all children and young people, and expect all employees to actively participate in and contribute to our rights-based approach to care, including meeting all mandatory reporting obligations.
* Where applicable, exercise delegations in accordance with a range of Acts, Regulations, Awards, administrative authorities and functional arrangements as mandated by Statutory office holders including the Secretary and Head of State Service. The relevant Unit Manager can provide details to the occupant of delegations applicable to this position.
* Comply at all times with policy and protocol requirements, including those relating to mandatory education, training and assessment.

### Pre-employment Conditions:

*It is the Employee’s responsibility to notify an Employer of any new criminal convictions during the course of their employment with the Department.*

The Head of the State Service has determined that the person nominated for this job is to satisfy a pre‑employment check before taking up the appointment, on promotion or transfer. The following checks are to be conducted:

1. Conviction checks in the following areas:
   1. crimes of violence
   2. sex related offences
   3. serious drug offences
   4. crimes involving dishonesty
2. Identification check
3. Disciplinary action in previous employment check.

### Selection Criteria:

1. Demonstrated understanding of, and experience in, quality and patient safety systems, including information management, online databases, and platforms.
2. High level interpersonal, written, and oral communication skills, including the ability to develop documentation and online content; and commitment to appropriately involve, negotiate, and consult with QPSS staff across the services/regions and other relevant stakeholders.
3. Proven experience in project work including planning, implementation, and evaluation of new initiatives, requiring a high level of attention to detail, flexibility, and adaptability in an environment subject to work pressure, competing priorities, ambiguity, and change.
4. Ability to exercise initiative, judgement, sensitivity, and discretion, including the ability to interpret and analyse information and recommend or decide on appropriate action within a senior management environment.
5. Demonstrated ability to autonomously handle high-volume workload and meet timeframes and expected outcomes.

### Working Environment:

The Department of Health is committed to improving the health and wellbeing of patients, clients and the Tasmanian community through a sustainable, high quality and safe health system. We value leading with purpose, being creative and innovative, acting with integrity, being accountable and being collegial.

The Department of Health is committed to improving the way we work with vulnerable people, in particular implementing strategies and actions to promote child safety and wellbeing, empower, and prevent harm to children and young people.

The Department upholds the *Australian Charter of Healthcare Rights* in our practice and is committed to the safeguarding and protection of the welfare and rights of all people, particularly those that may be at risk of abuse, neglect, or exploitation. We place emphasis on the provision of culturally safe, respectful, and inclusive care that is responsive to diverse needs.

The Department seeks to provide an environment that supports safe work practices, diversity and respect, including with employment opportunities and ongoing learning and development. We value the diverse backgrounds, skills and contributions of all employees and treat each other and members of the community with respect. We do not tolerate discrimination, harassment or bullying in the workplace. All employees must uphold the *State Service Principles* and *Code of Conduct* which are found in the *State Service Act 2000.* The Department supports the [Consumer and Community Engagement Principles](http://gormpr-cm01/pandp/showdoc.aspx?recnum=P19/000365).