

## DEPARTMENT OF HEALTH

# Statement of Duties

<b>Position Title:</b>	Senior Advisor - Patient Safety Culture
<b>Position Number:</b>	528193
<b>Classification:</b>	General Stream Band 6
<b>Award/Agreement:</b>	Health and Human Services (Tasmanian State Service) Award
<b>Group/Section:</b>	Hospitals South – Quality and Patient Safety
<b>Position Type:</b>	Fixed-Term, Full Time/Part Time
<b>Location:</b>	South
<b>Reports to:</b>	Director of Patient Safety and Quality Improvement
<b>Effective Date:</b>	November 2023
<b>Check Type:</b>	Annulled
<b>Check Frequency:</b>	Pre-employment

*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 Senior Advisor - Patient Safety Culture works in close partnership with all clinical and support streams across Hospitals South to:

- Provide high level project management and program functions related to Patient Safety Culture, including planning, coordination and monitoring activities supporting the delivery of improvement priorities and evaluation of outcomes.
- The role will support the successful integration, change management and continuous improvement activities for the Patient Safety Culture within Hospitals South,

## Duties:

1. Oversee the implementation, management and review of the Patient Safety Culture program by delivering a series of initiatives, which involve the development of new and existing programs, procedures and practices consistent with the program's objectives.
2. Undertake projects that will contribute to the successful implementation of a Patient Safety Program which include the broader strategic initiatives, as well as undertaking designated priorities in collaboration with relevant stakeholders.
3. Investigate and review the effectiveness of Patient Safety Culture workplans and programs through the analysis and reporting of relevant indicators.
4. Provide advice to key stakeholders in relation to patient safety cultural and organisational development needs, including designing and recommending initiatives which help to achieve patient safety improvements.
5. Participate in communication strategies to ensure good knowledge and effective working relationships with a range of internal and external stakeholders across various projects related to Patient Safety Culture.
6. Work collaboratively with other team members to optimise Patient Safety Culture project and program outcomes including researching, analysing and providing advice on issues relevant to the delivery of projects in line with the overarching Patient Safety Culture program.
7. Plan and manage the implementation of organisational employee and patient experience surveys providing reports and taking actions based on data collected.
8. Contribute to the development and implementation of appropriate quality assurance activities, including the review of project outputs and outcomes.
9. Lead change management and business process tasks specific to assigned projects, including coordinating and organising relevant training.
10. Develop and produce a range of high level project documentation and project status reports as required.
11. Maintain professional knowledge and subject expertise in Patient Safety Culture, including participation in relevant forums and networks to ensure Hospitals South is a leader in Patient Safety Culture.
12. 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.
13. 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 position reports directly to the Director of Patient Safety and Quality Improvement. The occupant of the role is required to exercise high levels of initiative and professional judgement and will:

- Contribute to the direction and implementation of projects and initiatives related to the Patient Safety Culture program, which aims to achieve long term and sustained improvements in the health system.
- Develop and maintain productive and respectful relationships with key stakeholders including staff and consumers and positively represent Hospitals South.

- 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:
  - a. crimes of violence
  - b. sex related offences
  - c. serious drug offences
  - d. crimes involving dishonesty
2. Identification check
3. Disciplinary action in previous employment check.

## Selection Criteria:

1. Demonstrated knowledge and capability in the design, development, and implementation of Patient Safety Culture change programs and projects, which drive positive and inclusive patient and employee experiences, ideally within a large organisation.
2. Demonstrated high level project management skills including the ability to undertake project development, analysis and review; complete high-level reports; implement service development activities; provide planning advice and monitor, measure and report on performance.
3. Highly developed interpersonal and communication skills, both written and verbal and the ability to deal sensitively with employees, consumers and managers.
4. Highly developed stakeholder engagement skills, including an ability to lead consultative and participative decision-making particularly in relation to the implementation of policy, systems and services, across all levels of the organisation.
5. Demonstrated ability to provide leadership and to work constructively as a member of a high performing team, including the ability to be adaptable and flexible whilst working within an environment subject to work pressure, competing priorities, ambiguity and change.

## 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 | Tasmanian Department of Health..](#)