



Position Description

QUALITY COORDINATOR

Designation:	Quality Coordinator
Level:	HSM – Level 2 or equivalent.
Program / Unit:	Quality and Clinical Governance Unit.

Purpose of Position:

Work with other members of the Quality and Clinical Governance Unit team to maintain quality, safety and clinical governance systems within the organisation.

Work collaboratively with a wide range of people from within and beyond the organisation to achieve quality improvements and strategic goals.

Act as a resource for all staff within the organisation on quality and safety issues.

Organisational Environment / Reporting Relationships:

Works collaboratively with a broad range of staff from all disciplines and departments. Reports to the Director of Quality and Clinical Governance.

Supervisory Responsibilities:

There are no direct staff supervisory responsibilities.

Primary Responsibilities:

- Undertake Quality and Safety Program tasks and projects as delegated by the Director of Quality and Clinical Governance. This may include primary responsibility for some Quality and Clinical Governance Unit portfolios.
- Attend and where required, chair, relevant meetings.
- Coordinate and/or participate in project design, planning, implementation and evaluation of identified quality improvement projects within the health service.
- Promote quality improvement and safety activities within the health service. Act as a resource to other staff by providing Quality tools and advice as required.
- Participate in clinical review and root cause analysis when required.
- Promote the development of strategies to involve consumers and the community in the health service.
- Play a central role in the management of the organisation's incident / feedback management process, including providing support and advice to others where necessary.
- Participate in, promote and monitor compliance with, the organisation's Operational Documentation system, including policy and procedure development and review.
- Contribute to the development, implementation, evaluation and review of the Quality and Clinical Governance Unit strategic plan.
- Play a central role in the coordination and administration of the accreditation program.
- Maintain a personal professional development program.
- Effectively participate in personal performance planning and review
- Adhere at all times to AWH Occupational Health and Safety (OH&S) policies and procedures and comply with the relevant State Occupational Health and Safety legislation. Ie: the Victorian OH&S Act 2004. (As Amended) and New South Wales OH&S Act 2000 (As amended)

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- Participate in quality improvement activities and regularly review own work practices to ensure continuous improvement in meeting customer expectations and requirements.
- All employees are expected to participate in mandatory education as it relates to their specific roles and responsibilities. These include:
 - Fire and Evacuation.
 - Manual Handling.
 - Minimal / No Lift (As appropriate).
 - CPR (As appropriate).
 - Infection Control.
- Commitment to principles and practices of infection control as they relate to the employees designated area of work.

Specific Delegations:

Not Applicable.

Performance Appraisal:

Prior to completion of probationary period then annually thereafter.

SELECTION CRITERIA QUALITY COORDINATOR

SELECTION CRITERIA:

1. Demonstrated knowledge of and commitment to, Quality and Clinical Governance principles.
2. Knowledge of the ACHS EQUiP program and experience participating in accreditation processes.
3. Demonstrated experience in the use of quality processes, including outcome measures / performance indicators, performance monitoring, benchmarking and review.
4. Demonstrated high level interpersonal, oral and written communication skills.
5. Demonstrated skills in relevant computer programs, including incident management systems.
6. Demonstrated project management skills including planning, implementation and evaluation.
7. Detailed knowledge of standards, legislation and guidelines relevant to health.
8. Well developed work management and organisational skills.
9. Demonstrated understanding and knowledge of health and safety issues and of OH&S legislation as it relates to “Employee” and “Employer” responsibilities.
10. A demonstrated customer focussed approach to service delivery.

MANDATORY CRITERIA:

- Relevant qualification in Health Sciences or similar.
- A current and valid car driver’s licence.

Other Information:

- The position will generally work normal business hours, however some out of hours work maybe required.
- A Police check will be conducted prior to employment in line with AWH policy.
- AWH is an equal opportunity employer and promotes a safe working environment.
- AWH is a smoke free environment.
- AWH requires compliance with its code of conduct and other relevant policies and procedures.
- This position may require the incumbent to travel between different sites of Albury Wodonga Health in the course of duties.

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Signature of Employee:

Witness:

Date:

Annexes:

Other Relevant Information:

References:

Contact Point: Director of Quality and Clinical Governance.

THIS SECTION FOR QUALITY OFFICE USE ONLY		
Approval Committee:	Date Approved:	SharePoint Location:
Human Resources Manager	14 April 2010	Position Descriptions
Responsible Department:	Date for Review:	Manual Location:
Director of Quality and Clinical Governance	14 April 2013	Position Description Manual
Version No:	Original Approval Date:	Previously Named As:
3	June 2003	Quality and Risk Unit Project Officer Position Description