



Position Description

Our purpose is to enhance the health and well-being of country children who are unable to access health services and support in their local communities

Our focus is on children in rural and remote NSW whose life journey will be enriched by our specific health interventions.

We support children with:

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| Development and learning difficulties | Behavioural difficulties | Speech and language difficulties | Sensory difficulties – audio & visual | Oral health & orthodontic needs |
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Our Values:

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| We are positive and energetic in our approach | We are caring and friendly in how we operate | We are professional and accountable in our work | We are collaborative and responsive in how we work | We deliver and make a difference |
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| Employee Name | |
| Title | Quality / Process Improvement Manager |
| Responsible to | Operations Director |
| Remuneration | Salary |
| Employment Status | Full Time |

Quality / Process Improvement Manager

| Essential |
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| <ul style="list-style-type: none">- Previous experience of setting up and/or managing a Programme Management Office.- Excellent report writing, analytical and auditing skills.- Demonstrated knowledge and experience (preferable) of process improvement and quality management systems and their application.- Previous experience of Change Management.- Demonstrated knowledge and experience (preferable) of whole system impact analysis.- Thorough knowledge of accreditation principles, relevant legislation and accreditation standards.- Ability to exercise sound judgement in decision making, handle multiple tasks and meet deadlines.- Consultative approach and the ability to build rapport and effective relationships with key stakeholders.- Proficiency in Microsoft Office suite.- A strong commitment to customer service and quality outcomes. |
| Desirable |
| <ul style="list-style-type: none">- Previous experience in a similar position within the health sector.- Experience in matrix management and influencing without authority.- Experience of Lean principles.- Experience of six sigma principles.- Experience in process mapping.- Experience in root cause analysis.- Experience of presenting to senior executives and company Boards. |
| Purpose of the Position |
| <p>The role of the Quality/Process Improvement Manager is to set up and monitor and report on quality improvement initiatives throughout the organisation, working with the business and the Senior Executive to prioritise these initiatives. In doing so the role is responsible for embedding the principle of Accreditation standards and ensuring on-going compliance.</p> <p>The role will also take responsible for implementation of specific initiatives act as advisory expert to the business with regard process improvement, change management and implementation.</p> <p>The role will take joint responsibility for reporting on and developing a framework for Performance reporting.</p> |

CORE VALUES & LEADERSHIP SKILLS

| Core Attributes / Leadership Skills | Anticipated behaviours and attitudes - examples |
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| Results Orientation | is consistently one of the top performers, bottom line oriented, steadfastly pushes self and others for results (RFW eg quality of service delivery, occasions of service, number of new and existing clients, streamlined systems, discharge plans etc) |
| Strategic Agility | keeps an eye on the big picture, accurately scopes out the length and difficulty of tasks, sees ahead clearly, is future oriented, can create competitive and break-through strategies |
| Planning | breaks down work into the process steps, develops schedules and tasks people to achieve specific assignments, anticipates and adjusts for problems and roadblocks, measures performance against goals, evaluates results |
| Priority Setting | spends his/ her time and the time of others on what's important, zeros in on critical issues and puts trivial issues aside, creates focus, eliminates roadblocks |
| Customer Focus | focuses equally on internal and external customers, has a strong "service ethic", willing to go the extra mile |
| Leadership Qualities | is good at establishing clear directions, brings out the best in people, maintains two way dialogue with others on work and results, and sets objectives, shows initiative, integrity, enthusiasm, zeal, instils trust, stretches the goals, is 'caring and sharing' and interested in people |
| Organisational Alignment | has corporate initiative, accepting of change, seeks to grow and improve (contribute to) the enterprise as a whole, regardless of position |
| Communication | has strong written and verbal, presentation and facilitation skills |
| Problem Solving | uses rigorous logic to solve difficult problems, gets effective solutions, is collaborative, inclusive, acceptable, is skilled at honest analysis |
| Team Work | considers best interests of the team ahead of self, best solution, encourages input and responsibility of others, delegates and supports, relates well to all sorts of people, build appropriate rapport |
| Self Confidence | Is willing to take on new responsibilities, confronts and deals with issues & problems with confidence, willing to take measured risks |
| Professional Demeanour | displays good personal presentation, sound professional ethics, and appropriate personal behaviours, is resilient |
| Openness to Feedback and Suggestions | is willing to see other alternatives, willing to accept criticism and use it to develop |
| Time Management | sets priorities and achieves goals in given time, efficient with use of own and others' time |

KEY PERFORMANCE INDICATORS – Quality / Process Improvement Manager

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| <p>1. Leadership & Management</p> | <ul style="list-style-type: none"> - Promote a culture amongst all employees that encourages innovation, creativity and professionalism with regards to quality improvement. - Is responsible for championing an environment that reflects excellence in continuous quality improvement and risk management processes. - Promote a culture amongst all employees that puts safety at the forefront of this organisation. - Work with staff to implement quality projects. - Coordinate and deliver through strong relationship building and influencing skills a process of change across the organisation. |
| <p>2. Technical Skills</p> | <p><u>Quality/Process Improvement</u></p> <ul style="list-style-type: none"> - Support management with the ongoing review and refinement of quality initiatives and service delivery activities. - Develop, implement, communicate and maintain an on-going quality plan in conjunction with key internal stakeholders to ensure compliance with accreditation standards. Identify and pursue opportunities for benchmarking both internally and externally. - Analyse data collected to form a basis for management to evaluate and improve on current service delivery. - Develop and implement a consumer feedback system, including a system for tracking trends. Carry out an audit of existing documentation and processes and make practical recommendations to management for improvements. - Responsible for maintaining all necessary files and documentation for compliance with the accreditation process. - Act as a liaison between the organisation and the accreditation partner for all accreditation communications. - Using excellent customer service skills establishes and maintains effective working relationships with other employees. - Perform other duties as required. <p><u>Information Management</u></p> <p>In consultation with the Health Systems and Information Manager:</p> <ul style="list-style-type: none"> - Development of a framework for management reporting. - Reporting on continuous improvement initiatives. - Retrieval of data for analysis, service planning, development, evaluation and continuous improvement. - Liaise with internal customers on process, data migration/analysis and project requirements. - Collating and distributing data from various sources within the business. - Develops reports as requested. - Develops, documents, implements and manages processes required to manage the collection of data and information. - Liaison with data end users to identify any requirements for system and process functionality improvement. |
| <p>3. Professional Development</p> | <ul style="list-style-type: none"> - Continually develops professionally to meet changing career and industry needs. |

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| | <ul style="list-style-type: none"> - Attends all mandatory training sessions provided by the organisation and is actively involved in other training and development as required. - Actively participates in the performance management process. - Evaluates own performance to identify strengths and areas where professional growth can occur. - Is recognized as a role model within the organisation. - Acts as a resource person for process improvement, quality management and accreditation matters. |
| 4. Risk Management | <ul style="list-style-type: none"> - Participates with the implementation of strategies to reduce risks/potential risk in the workplace. - Comply with all relevant policies, standards and legislative requirements. - Is responsible for monitoring and communicating risk issues, areas and indicators. - Ensure that quality / process improvements that reduce risk are appropriately prioritised. |
| 5. Communication | <ul style="list-style-type: none"> - Maintain efficient communication with all relevant staff and organisations. - Understand the needs of the business through effective communication. |
| 6. Human Resources | <ul style="list-style-type: none"> - Operate within Delegation of Authority as per the Delegations Manual. |
| 7. Financial Management | <ul style="list-style-type: none"> - Operate within Delegation of Authority as per the Delegations Manual. |
| 8. Work Health & Safety | <ul style="list-style-type: none"> - Support the development, implementation and maintenance of WHS policies and procedures. - Support staff to ensure compliance with relevant WHS legislation and requirements. - Comply with WHS statutory requirements and local WHS policy, programs and procedures. - Ensure incidents and hazards are reported and investigated. - Report any workplace injuries within 24 hours to the HR Manager or Clinical Services Manager. - Participate as required on the WHS Committee. |
| 9. Quality Improvement | <ul style="list-style-type: none"> - Set up and monitor and report on quality improvement initiatives throughout the organisation. - Work with the business and the Senior Executive to prioritise the initiatives. - Embedding the principle of Accreditation standards. - Ensuring on-going Accreditation compliance. - Implementation of specific initiatives. - Advisory expert to the business with regard to process improvement, change management and implementation. - Is responsible for the development, implementation and review of all organisational quality management guidelines. |

Quality / Process Improvement Manager

Royal Far West Authorisation

Authorised by:

Operations Director

Employee Declaration

I have read this Position Description, I understand the position requirements and position demands and agree that I can fulfill its function to the standards outlined.

I agree to comply with all relevant policies.

I understand that other duties may be directed from time to time and that I may be required to work in any area under the jurisdiction of the Board of Royal Far West.

I also agree to strictly observe the policy on confidentiality of information of staff and client information and other sensitive or confidential information that I may come across in the course of my employment.

I am not aware of any reason, which might interfere with my ability to perform the inherent requirements and demands of this position.

Employee Name:

Employee Signature: **Date:**