

BENDIGO COMMUNITY HEALTH SERVICES

POSITION TITLE: TEAM MANAGER - RISK AND QUALITY

Name:	
Position number:	(allocated by HR)
Award/Agreement:	Victorian Stand-Alone Community Health Services (Health and Allied Services, Managers and Administrative Officers) Multiple Enterprise Agreement 2018 - 2022
Classification:	Administrative Officer Grade 4
Site:	Central site however the position may work from any Bendigo based BCHS site as negotiated
Hours per fortnight:	76.0 hours per fortnight (negotiable)
Tenure:	Ongoing
Position description developed:	July 2019
Responsible to:	Chief Executive Officer

PO Box 1121
Bendigo Central
Victoria 3552

Central Site:
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Fax: (03) 5441 4200

Eaglehawk Site:
Ph: (03) 5434 4300
Fax: (03) 5441 4200

Kangaroo Flat:
Ph: (03) 5430 0500
Fax: (03) 5441 4200

Elmore Primary Health:
Ph: (03) 5432 6001
Fax: (03) 5432 6101

Our Vision

Better Health and wellbeing across generations.

Our Mission

Working hand in hand with our community to achieve healthier lives.

Our Values

- **Respect**
We build respectful relationships through trust, empathy and collaboration.
- **Inclusive**
We recognise and promote accessible, safe and holistic health care as a basic human right.
- **Integrity**
We are authentic, accountable and we honour our obligations.
- **Innovation**
Through continuous learning, we ensure an agile, responsive and sustainable service.

Strategic Directions

1. **Programs for Equity**
Commitment to achieving equitable health and wellbeing.
2. **Consumer and Community Centred Organisation**
Understand and respond to community needs and consumer's lived experience.

BENDIGO COMMUNITY HEALTH SERVICES

3. Quality, Safety and Consumer Experience

Deliver the best consumer experience that is of consistent quality, safe and evidence-based.

4. Sustainability

Sustainable for purpose organisation.

Position Role

The position of Team Manager - Risk and Quality is part of the Office of the CEO and requires an experienced person to work with management and staff on developing and improving Bendigo Community Health Services (BCHS) quality, risk management and compliance systems.

The position requires someone with exceptional communication skills who can work effectively with a diversity of stakeholders. They will draw on their well-developed problem-solving skills and experience delivering change strategies to encourage and motivate others to adopt a culture of continuous quality improvement, risk management and consumer and staff safety.

The Team Manager - Risk and Quality will provide specialist advice, information, support and services to managers, staff and consumers. The services provided include system thinking, risk management, compliance and occupational health and safety.

The position will support BCHS' Quality Lead in other quality and accreditation activities.

Position Responsibilities

The responsibilities of the position include:

- Develop, implement and evaluate strategies to improve BCHS' risk management and compliance systems.
- Integrate and support the organisations risk management and compliance systems.
- Provide regular reports on risk management and compliance activities and related performance to the CEO and/or Senior Leadership Team.
- Receive and coordinate requests for release of information in accordance with relevant legislation, standards, policies and procedures eg. Health Records Act and Freedom of Information requests.
- Review, develop and implement BCHS' policies and procedures consistent with the organisations systems, processes and practices including the education of managers and staff.
- Provide oversight to BCHS' Health and Safety Committee operations and activities in accordance with relevant legislation, standards, policies and procedures to reduce injury, minimise risk and to ensure work health promotion is of a high industry standard.
- Assist and support the Quality Lead with BCHS' quality related activities and preparing for relevant accreditations.
- Coordinate and/or support other relevant BCHS projects relating to quality and/or risk, as required.
- Foster and promote a positive and collaborative culture in relation to quality and risk.
- Participate in internal and external meetings as required.

BENDIGO COMMUNITY HEALTH SERVICES

Key Selection Criteria

Essential

1. A tertiary qualification in business management, quality improvement, risk management or related discipline.
2. Ability to demonstrate and display the values of Bendigo Community Health Services with a strong commitment to the values of equity and human rights.
3. Demonstrated experience in planning, developing, implementing and evaluating quality, risk management and compliance systems in a healthcare and/or community setting.
4. Experience implementing organisational wide change management strategies to support quality and risk processes and initiatives.
5. Demonstrated understanding of legislation, regulations and standards relating to a health and/or community service environment.
6. Excellent communication skills demonstrating a capacity to engage and build relationships with a diverse range of stakeholders.
7. Excellent skills in managing time, setting priorities, planning and organising work demands to achieve objectives.
8. High level skills in the use of Microsoft Office and experience in electronic quality and/or risk management systems.
9. A current Working with Children Check.

Desirable

1. Strong problem solving and strategic thinking capabilities.
2. A commitment to a learning environment.
3. A current Drivers Licence.

Probationary Period

Employment with BCHS is conditional on satisfactorily completing a probationary period of six (6) months from date of commencement. During this period your performance will be reviewed with your Manager and, assuming this is mutually satisfactory, your employment will be confirmed at the end of this period.

Staff Review and Development (SRD)

Each BCHS staff member is required to participate in the annual SRD process. The SRD will be based on the Position Role and Responsibilities and Key Selection Criteria in addition to the relevant Branch and Team Plans and the following Performance Indicators.

Self-Management:

Demonstrated experience and understanding of the need for ongoing personal and professional development that contribute to self-satisfaction and professional growth

- Continually develop personally and professionally to meet the changing needs of your position, career and industry.
- Demonstrate behaviours that lead you to achieving your goals.

Administration and Documentation:

Through the use of BCHS processes ensure that all administration and documentation requirements are initiated and completed in a professional and timely manner.

- Show evidence that the administrative tasks of your position are completed in an orderly, timely and accessible manner.

BENDIGO COMMUNITY HEALTH SERVICES

- Demonstrate that your documentation is completed in an accurate, legally and ethically compliant standard, and is produced to an appropriate professional standard.

Learning:

Demonstrated knowledge and application of the capabilities required for this position including knowledge and understanding of appropriate equipment, legislation, policies and procedures.

- Show evidence of knowledge and understanding of BCHS Strategic Directions and the ability to link key strategic directions to individual and team work plans and individual self-development.
- Demonstrate initiative and enterprise skills that contribute to innovative outcomes.
- Display an appropriate level of awareness of the implications for BCHS of decisions and situations that involve you and others.

Position Performance:

Demonstrate achievement of negotiated performance indicators specific to your position.

- Ensure BCHS' risk management and compliance systems are demonstrably improved.
- Develop and implement a Risk Action Plan to reach desired a Risk Maturity rating over time.
- Ensure information requests are completed within the relevant timeframes.
- Ensure the continuous review, development and implementation of BCHS' policies and procedures.
- Provide support and assistance to the Quality Lead for quality-related activities and relevant accreditations, ensuring BCHS meets or exceed its accreditation requirements.
- Ensure a high level of engagement, collaboration and communication with the Senior Leadership Team and staff across the organisation.
- Provide regular reports on quality and risk related systems and activities as required.

Diversity and Culture:

BCHS treats all people with respect; values diverse perspectives; participates in diversity training opportunities and provides a supportive work environment.

Child Safety:

BCHS values children from all backgrounds and is committed to making our community a safe, nurturing and welcoming place for children to grow and develop. We are committed to making sure **ALL** children reach their individual potential.

Other Essential Requirements

Staff will:

- Complete a satisfactory Police Check before employment is confirmed, the Police Check will be initiated by BCHS at the expense of the staff member.
- Sign the pre-existing Injury/Disease Declaration.
- Present your original professional qualifications document or registration (or a copy if required).
- Receive and comply with the BCHS Code of Conduct.
- Comply with BCHS Privacy Policy and Procedures.

BCHS believes that “Quality is everyone’s business, safety is my responsibility”

Co-operate with and contribute to BCHS Health and Safety procedures and participate in appropriate safety information and education activities as required.

BENDIGO COMMUNITY HEALTH SERVICES

Other Information

- BCCHS is an Equal Opportunity Employer.
- All BCCHS sites are smoke free workplaces.
- BCCHS is committed to employing people from diverse backgrounds and providing a workplace free from discrimination and harassment.
- BCCHS has a commitment to environmental sustainability.

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Approved: Gerard José
Chief Executive Officer

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Agreed: Team Manager - Risk and Quality

APPROVED