

Position Description

Position	Quality Management Systems Lead
Location	Heatherton
Directorate	Corporate Services
Reports to	General Manager, Corporate Services
Date PD Developed	January 2019
PD Authorised By	General Manager, Corporate Services

About South Eastern Melbourne PHN (SEMPHN)

South Eastern Melbourne Primary Health Network is a 'for-benefit' social enterprise working on behalf of the Australian Government to improve local health care. We want everyone in our community to be able to access the right care, in the right place, at the right time. We are working to achieve this goal by improving access to existing services, commissioning new services to improve health outcomes, and encouraging GPs and allied health practitioners to innovate and further improve local health care.

Our six key priorities are **mental health, Aboriginal and Torres Strait Islander health, population health, health workforce, digital health** and **aged care**. We partner with general practitioners, other primary health care providers, secondary care providers and hospitals to ensure improved outcomes for patients.

In joining our team, you'll be supporting providers in the southeast area which stretches from St Kilda to Sorrento to Bunyip, including the major population hubs of Clayton, Dandenong, Moorabbin, Caulfield, Cranbourne, Frankston and Pakenham.

Our Values

SEMPHN's values are at the heart of our work and shape what we do and how we do it.

Our values are Collaboration; Community; Accountability; Respect; Excellence; and Solution focused.

All SEMPHN employees are required to understand these organisational values, integrate the values into their work and demonstrate behaviours which reflect these values.

About the Corporate Services Directorate

Corporate Services ensure that robust corporate infrastructure, systems and processes are implemented and sustained in order for SEMPHN to achieve its strategic objectives. Corporate Services has responsibility for finance; business services & administration and ICT services.

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Job Summary

This position supports the organisation to grow its continuous quality improvement capability and risk framework. The Quality Management Systems Lead is responsible for coordinating the organisations structured approach to improving its internal processes ensuring they are the best they can be.

Liaising with all areas of the organisation, the Quality Management Systems Lead will act as an advocate for quality management processes including document control to ensure continuous improvement continues to form an integral part of workplace culture.

Key Responsibilities

Quality

- Manage and develop a quality management system (QMS).
- Lead the development of a policy framework.
- Collaborate with key staff to develop policies, processes and procedures in line with SEMPHN values and strategic KPI's in the areas of:
 - Stakeholder Engagement;
 - Commissioning;
 - Clinical Governance;
 - Human Resource Management;
 - Corporate Services;
 - Financial Management;
 - Risk management; and
 - Governance.
- Collaborate with Quality consultant to implement appropriate staff awareness of how, why and when to write policies, processes and procedures, using templates and incorporating agreed version control on documentation.
- Ensure organisational processes are developed, implemented, maintained and reviewed to meet Quality Standards.
- Establish and maintain regular monitoring of the Quality management system.
- Maintain all records and documentation in accordance with the Quality Standards.
- Support the organisation to create an integrated culture and sustainable practice of continuous improvement.
- Provide reporting of outcomes and issues as required.
- Comply with all relevant legislation, regulations and professional standards.
- Other duties as reasonably required to meet the primary purpose of the position.

Risk Management

- Assist in the implementation and maintenance of the risk management framework, reporting, project management and general related administrative activities.
- Facilitate risk identification with internal stakeholders across all levels of the organisation to gather information to inform the risks, causal factors, action plans and risk ratings.
- Provide support and development to internal stakeholders to help foster and promote a positive risk management culture.
- Produce regular risk monitoring reports for senior management from out internal reporting softwar (FOLIO), attend risk management meetings, take minutes and follow-up on issues.

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Project Coordination

- Manage project coordination and implementation of quality projects, events and activities.
- Assist with training and promotion of quality standards and outcomes.
- Use change management methodology and communication to effect change.

Team Membership

- Participate in regular reviews of performance and demonstrate a willingness to close learning and capability gaps.
- Participate in regular team meetings and other organisational and stakeholder meetings as required.
- Promote, and maintain a positive and collaborative work environment.
- Identify opportunities to integrate and work collaboratively across other programs.
- Maintain effective relationships with internal and external stakeholders.

Workplace Health and Safety

- Take reasonable care for own health and safety.
- Take reasonable care for the health and safety of others including the implementation of risk control measures within their control to prevent injuries or illnesses.
- Comply with all reasonable instruction of their manager/ supervisor to safeguard their health and safety.
- Cooperate with any reasonable SEMPHN's policies and/or procedures including the reporting of OH&S hazards or incidents.

Key Relationships

All staff within SEMPHN.

External contacts such as Quality Consultant , Internal Auditor, Quality Standards Authority , Risk Consultant.

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Key Selection Criteria

Qualifications

- Relevant tertiary qualifications and/or extensive experience in quality systems development, reporting and compliance.

Skills, Knowledge and Experience

- Demonstrated Experience in the management and maintenance of Quality Management Systems (aligned to Quality Standards).
- Demonstrated experience and understanding of the primary health care environment.
- Demonstrable knowledge and experience in working within a risk management framework and risk reporting.
- Experience with continuous improvement, including identification, proposal, implementation and measurement of improvement initiatives.
- Experience implementing, developing, implementing and maintaining business performance indicators (aligned to Quality Standards).
- Understanding of principles of change management to influence change.
- Proven organisational skills, ability to multi-task, prioritise workloads and meet deadlines.
- High levels of verbal communication, interpersonal and negotiation skills to establish and maintain relationships with key internal and external stakeholders.
- Ability to take initiative and responsibility.
- Demonstrated systematic approach to solving problems.
- Ability to work autonomously.
- Intermediate to advanced Microsoft 365 suite (including Word, Excel, PowerPoint, CRM, Skype for Business, SharePoint and Outlook).

Other

- A demonstrable commitment to SEMPHN organisational values.
- A National Police Check and Working with Children Check may be required in accordance with government funding requirements.
- All SEMPHN staff must take reasonable care for their own health and safety and others.
- All employees of SEMPHN must be permanent residents of Australia or hold a valid employment visa.
- A current Victorian Driver's License is required.
- All employees must abide by SEMPHN policies and procedures as varied from time to time.
- SEMPHN is committed to equal opportunity employment.

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