

## MQH Quality and Risk Manager

<b>POSITION TITLE</b>	Mental Health Quality & Risk Manager
<b>STAFFLINK POSITION NO.</b>	61590
<b>COST CENTRE</b>	265068
<b>CLASSIFICATION</b>	Health Manager Level 3
<b>AWARD</b>	Health Managers (State) Award
<b>REGISTRATION/LICENCE REQUIREMENTS</b>	
<b>VACCINATION CATEGORY</b>	Category B
<b>PRE-EMPLOYMENT SCREENING CHECKS</b>	National Criminal Record Check
<b>RESPONSIBLE TO</b>	Service Director/Site Manager Macquarie Hospital
<b>RESPONSIBLE FOR</b>	There are no direct reports to this position
<b>PRIMARY PURPOSE OF THE ROLE</b>	<p>The Northern Sydney Local Health District Mental Health Drug &amp; Alcohol (MHDA) includes a complex mix of state and federal funded services, public and private providers and NGOs. MHDA provides a comprehensive range of mental health and drug &amp; alcohol services which includes prevention and health promotion, telephone triage, assessment, early intervention, acute inpatient and emergency services, longer term inpatient and community support, including residential programs, specialist services and recovery services.</p> <p>The Quality Manager position is vital to leading the large and diverse portfolio of Macquarie Hospital. The position requires the incumbent to inspire change in new and innovative quality and safety processes across the Macquarie Hospital Site. This position will work closely with the Macquarie Hospital Executive and staff to further develop the quality improvement, patient centred care and consumer engagement culture across the Macquarie Hospital Site.</p> <p>The position is ultimately responsible for providing advice to the Service and Clinical Directors, and senior and middle management staff to ensure a consistent framework of quality and risk management is fully established within the Macquarie Hospital Site.</p> <p>The position will lead, advise and monitor accreditation processes, quality improvement initiatives, risk management, workplace health &amp; safety and system development and consistent protocol and guideline practice across the Macquarie Hospital site.</p> <p>This position will be a key resource for all Macquarie staff and will play a pivotal role in overseeing and leading quality processes, consistent protocols, guidelines, risk management issues and systems and accreditation across the service. The position will be the key point of contact for Macquarie Hospital regarding quality issues for Northern Sydney Local Health District Mental Health Drug and Alcohol (MHDA) Clinical Governance Unit.</p>

<b>KEY ACCOUNTABILITIES</b> <i>(Maximum of 8)</i>	Develop, modify and lead Macquarie Hospital in the development and implementation of organisation wide policies to meet the varying requirements of the individual units. Develop patient safety and clinical practice improvements across the service in all quality and safety responsibilities in line with NSLHD policy	
	Lead Macquarie Hospital in the ACHS accreditation including planning and preparing evidence required for survey. Ensuring all recommendations from internal or external reviews are implemented and evaluated in a timely manner.	
	Invent, promote, facilitate, guide and support strategies for quality improvement activities across Macquarie Hospital and maintain a register of quality activities and Clinical Practice Improvement (CPI) projects for Macquarie Hospital.	
	Provide expertise in training, supervision and support to Macquarie Hospital staff in the development of knowledge and skills in quality improvement activities and clinical practice improvement projects.	
	Work with MHDA Quality and Risk Management Committee (QARM) and provide leadership and executive support to the continuing quality improvement of Macquarie Hospital through processes of external accreditation and evaluation.	
	Lead and manage the review of Macquarie Hospital procedures and guidelines in accordance with NSW Health, NSLHD MHDA policies and procedures and facilitate organisational changes in accordance with this.	
	Negotiate and coordinate internal and external reviews and audits as required and lead the implementation of recommendations such as the Documentation Audit program	
	Co-ordinate and provide advice in the management and review of critical and adverse incidents and/or Root Cause Analysis and ensure progress on the implementation of recommendations arising from such reviews.	
<b>KEY CHALLENGES</b> <i>(Maximum of 3)</i>	Lead the Australian Council of Healthcare Standards (ACHS) accreditation processes for Macquarie Hospital	
	Managing competing priorities and needs of multiple stakeholders to ensure that performance targets are met	
	Inspire effective change management processes across a broad range of services in relation to clinical quality improvement initiatives. Lead and convince a large and diverse directorate with multiple teams engaged in competing demands for resources. Facilitate the development of standardised protocols and guidelines across Macquarie Hospital. Participation in leading change within Macquarie Hospital to ensure any internal or external recommendations are implemented and evaluated in timely manner	
<b>KEY INTERNAL RELATIONSHIPS</b> <i>(Maximum of 3)</i>	WHO	WHY
	Macquarie Hospital Service Director/Site Manager	To ensure innovative, safe, timely, effective and evidenced based service delivery
	Macquarie Hospital Executive, Department Heads and NUM's	Establish and foster key relationships with all staff to ensure quality is embedded within clinical practice

<b>KEY EXTERNAL RELATIONSHIPS</b> <i>(Maximum of 2)</i>	<b>WHO</b>	<b>WHY</b>
	NSLHD MHDA Clinical Governance Unit and Quality Managers across other sectors with NSLHD MHDA	To fulfil duties and responsibilities of the role as required
<b>SELECTION CRITERIA</b> <i>(Minimum of 3 maximum of 8)</i>	Consistently demonstrates behaviours that reinforce the CORE Values of our organisation; Collaboration, Openness, Respect and Empowerment. Demonstrates these behaviours with all stakeholders; colleagues, direct reports, as well as our patients and consumers, and those that care for them.	
	Tertiary qualification in health-related discipline and/ or extensive work experience in continuous quality improvement; clinical governance and development; implementation, monitoring and evaluation of new clinical practice programs.	
	Demonstrated experience in and knowledge of methodologies to conduct and implement Quality and Clinical Practice improvement projects.	
	Proven methodology of incident investigation and provide examples of complex case reviews and your management of challenging issues.	
	Demonstrated experience and high level working knowledge and understanding of the Australian Council of HealthCare Standards (ACHS) review and accreditation processes.	
	Demonstrated high level written and verbal communication and time management skills including the ability to effectively manage competing workload priorities with tight timeframes.	
	Demonstrated high level computer skills including proficient use of Microsoft Office with the ability to write high level briefs and reports	
	ability to travel within the geographical location of the Local Health	

## JOB DEMANDS CHECKLIST

The purpose of this checklist is to manage the risk associated with the position in relation to the occupant. It may be used to provide information about the position to a Health Professional required to perform a pre-employment medical assessment. Identification of possible risk can also assist with the development of a training plan for the occupant to ensure the risks are minimised.

Each position should be assessed at the site as to the incumbent's (or future incumbent's) OHS responsibilities specific to the position. This form is to be completed in consultation with the manager/supervisor of the position being recruited for.

Infrequent: intermittent activity exists for a short time on a very infrequent basis  
 Occasional: activity exists up to 1/3 of the time when performing the job  
 Frequent: activity exists between 1/3 and 2/3 of the time when performing the job  
 Constant: activity exists for more than 2/3 or the time when performing the job  
 Repetitive: activity involved repetitive movements  
 Not Applicable: activity is not required to perform the job

Physical Demands	Frequency
<b>Sitting</b> - remaining in a seated position to perform tasks	Frequent
<b>Standing</b> - remaining standing without moving about to perform tasks	Occasional
<b>Walking</b> - Floor type: even / uneven / slippery, indoors / outdoors, slopes	Infrequent
<b>Running</b> - Floor type: even / uneven / slippery, indoors / outdoors, slopes	Not applicable
<b>Bend/Lean Forward from Waist</b> - Forward bending from the waist to perform tasks	Infrequent
<b>Trunk Twisting</b> - Turning from the waist while sitting or standing to perform tasks	Infrequent
<b>Kneeling</b> - remaining in a kneeling posture to perform tasks	Infrequent
<b>Squatting / Crouching</b> - Adopting a squatting or crouching posture to perform tasks	Infrequent
<b>Leg / Foot Movement</b> - Use of leg and / or foot to operate machinery	Infrequent
<b>Climbing (stairs/ladders)</b> - Ascend / descend stairs, ladders, steps	Frequent
<b>Lifting / Carrying</b> - Light lifting & carrying: 0 - 9 kg	Occasional
<b>Lifting / Carrying</b> - Moderate lifting & carrying: 10 - 15 kg	Not applicable
<b>Lifting / Carrying</b> - Heavy lifting & carrying: 16kg & above	Not applicable
<b>Reaching</b> - Arms fully extended forward or raised above shoulder	Infrequent
<b>Pushing / Pulling / Restraining</b> - Using force to hold / restrain or move objects toward or away from the body	Infrequent
<b>Head / Neck Postures</b> - Holding head in a position other than neutral (facing forward)	Infrequent
<b>Hand &amp; Arm Movements</b> - Repetitive movements of hands and arms	Frequent
<b>Grasping / Fine Manipulation</b> - Gripping, holding, clasping with fingers or hands	Occasional
<b>Work At Heights</b> - Using ladders, footstools, scaffolding, or other objects to perform work	Infrequent
<b>Driving</b> - Operating any motor powered vehicle	Occasional

<b>Sensory Demands</b>	<b>Frequency</b>
<b>Sight</b> - Use of sight is an integral part of work performance e.g. Viewing of X-Rays, computer screens	Constant
<b>Hearing</b> - Use of hearing is an integral part of work performance e.g. Telephone enquiries	Frequent
<b>Smell</b> - Use of smell is an integral part of work performance e.g. Working with chemicals	Not applicable
<b>Taste</b> - Use of taste is an integral part of work performance e.g. Food preparation	Not applicable
<b>Touch</b> - Use of touch is an integral part of work performance	Frequent
<b>Psychosocial Demands</b>	<b>Frequency</b>
<b>Distressed People</b> - e.g. Emergency or grief situations	Occasional
<b>Aggressive &amp; Uncooperative People</b> - e.g. drug / alcohol, dementia, mental illness	Frequent
<b>Unpredictable People</b> – eg dementia, mental illness, head injuries	Frequent
<b>Restraining</b> - involvement in physical containment of patients / clients	Not applicable
<b>Exposure to Distressing Situations</b> - e.g. Child abuse, viewing dead / mutilated bodies	Not applicable
<b>Environmental Demands</b>	<b>Frequency</b>
<b>Dust</b> - Exposure to atmospheric dust	Occasional
<b>Gases</b> - Working with explosive or flammable gases requiring precautionary measures	Not applicable
<b>Fumes</b> - Exposure to noxious or toxic fumes	Not applicable
<b>Liquids</b> - Working with corrosive, toxic or poisonous liquids or chemicals requiring PPE	Not applicable
<b>Hazardous substances</b> - e.g. Dry chemicals, glues	Infrequent
<b>Noise</b> - Environmental / background noise necessitates people raise their voice to be heard	Infrequent
<b>Inadequate Lighting</b> - Risk of trips, falls or eyestrain	Infrequent
<b>Sunlight</b> - Risk of sunburn exists from spending more than 10 minutes per day in sunlight	Infrequent
<b>Extreme Temperatures</b> - Environmental temperatures are less than 15C or more than 35C	Infrequent
<b>Confined Spaces</b> - areas where only one egress (escape route) exists	Not applicable
<b>Slippery or Uneven Surfaces</b> - Greasy or wet floor surfaces, ramps, uneven ground	Infrequent
<b>Inadequate Housekeeping</b> - Obstructions to walkways and work areas cause trips and falls	Infrequent
<b>Working At Heights</b> - Ladders / stepladders / scaffolding are required to perform tasks	Not applicable
<b>Biological Hazards</b> - e.g. exposure to body fluids, bacteria, infectious diseases	Not applicable