



TITLE	Quality Coordinator Kun/Wyn Hlth Sv	POSITION NO	210084
		CLASSIFICATION	HSO Level G5



The WA Country Health Service (WACHS) is the largest country health system in Australia and one of the biggest in the world, providing health services to over half a million people, including over 50,000 Aboriginal people, over a vast two and a half million square kilometres area.

WA Country Health Service hospitals handle almost as many births as the State's major maternity hospital – and 40% of the State's emergency presentations. The range of health services provided include acute inpatient and emergency care, population and public health, mental health, Aboriginal health, aged care and includes increasing number of services provided by telehealth video-conferencing.

Our dedicated and committed staff work hard to fulfil our vision of Healthier country communities through partnerships and innovation, to deliver health services that support the health and well-being of individuals and communities in rural and remote Western Australia.

### **OUR PURPOSE – What we are here to do**

WACHS improves country people's health and well-being through access to quality services and by supporting people to look after their own health.

### **OUR STRATEGIC DIRECTIONS TO 2018**

1. Improving the experience of health care.
2. Valuing consumers, staff and partnerships.
3. Governance, performance and sustainable services.

### **OUR GUIDING PRINCIPLES**

Consumers first in all we do.  
Safe, high quality services and information at all times.  
Care closer to home where safe and viable.  
Evidence based services.  
Partnerships and collaboration.

### **OUR VALUES**

**Community** – making a difference through teamwork, cooperation, a 'can do' attitude and country hospitality.

**Compassion** – listening and caring with empathy, respect, courtesy and kindness.

**Quality** – creating a quality health care experience for every consumer, continual improvement, innovation and learning.

**Integrity** – accountability, honesty and professional, ethical conduct in all that we do.

**Justice** – valuing diversity, achieving health equality, cultural respect and a fair share for all.

**WA Country Health Service**

**24 July 2018**

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#### Section 4 - STATEMENT OF DUTIES

**WA Country Health Service**  
**24 July 2018**  
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Duty No	Details	Freq	%
<b>1</b>	<b>CONTINUUM OF CARE</b>		<b>40</b>
1.1	Develops a quality management plan for Kununurra Wyndham and Halls Creek Health Services (KWHCHS) in collaboration with relevant program Managers / Co-ordinators and Quality Coordinator WACHS - Kimberley.		
1.2	Facilitates the development of quality activities in relation to clinical care in collaboration with Nurses, Medical Support, Clerical staff and support services.		
1.3	Assist clinical staff and program Co-ordinators in evaluating care provided to clients and quality systems and processes.		
1.4	Collects clinical indicator data and provides results to appropriate Line Managers for review, recommendations and actions.		
1.5	Acts as a resource for information on quality matters.		
1.6	Prepares for review and maintains practice manuals, using evidence-based principles to ensure reflection of current practice and legislative requirements.		
1.7	Promote, monitor and evaluate quality activities and initiatives.		
<b>2</b>	<b>LEADERSHIP AND MANAGEMENT</b>		<b>15</b>
2.1	Participates as the KWHCHS member of the WACHS – Kimberley Quality Committee.		
2.2	Participates on quality working parties for KWHCHS.		
2.3	Liaises with the Quality Co-ordinator WACHS – Kimberley in the review and implementation of WACHS – Kimberley policies.		
2.4	Co-ordinates and delivers relevant education in quality improvement activities and principles.		
<b>3</b>	<b>HUMAN RESOURCE MANAGEMENT</b>		<b>15</b>
3.1	Participates in the corporate orientation of all new staff to ensure an understanding of quality management principles.		
3.2	Evaluates the knowledge levels of health service staff in the areas of confidentiality and safe practice appropriately, targeting education as necessary to ensure a high level of knowledge and understanding.		
3.3	Coordinates and/or conducts education sessions as necessary, appropriately targeting identified areas of knowledge deficit to ensure a high level of understanding in relevant areas.		
<b>4</b>	<b>INFORMATION MANAGEMENT</b>		<b>10</b>
4.1	Co-ordinates data collection and evaluation of effectiveness of key performance indicators.		
4.2	Maintains the quality Information manuals for all departments.		
4.3	Co-ordinates progress reports of Quality Activities and Audits and reports Clinical and Corporate Governance Committees.		
4.4	Correlates information and forwards health service wide information to ACHS or other appropriate body for survey and assessment in conjunction with Quality Co-ordinator – WACHS - Kimberley.		
4.5	Provides reports from CIMS database on Clinical Incidents with appropriate analysis to Clinical Managers.		
<b>5</b>	<b>SAFE PRACTICE AND ENVIRONMENT</b>		<b>10</b>
5.1	Co-ordinates data transfer of incidents to the CIMS database for clinical risk monitoring.		
5.2	Co-ordinates quality management audits and improvement activities throughout the unit in collaboration with Line Managers.		
5.3	Maintains annual competencies in Manual Handling, CPR, and Fire and Cyclone Warnings.		
5.4	Member of the relevant Health Service and maintains local risk register/data base OSH.		
<b>6</b>	<b>IMPROVING PERFORMANCE</b>		<b>10</b>
6.1	Develops implements and reviews a comprehensive quality plan and strategies for achieving continuous improvements in the health service delivery and patient care for all departments of KWHCHS across all disciplines.		
6.2	Develops and maintains a Register of Quality Improvement Activities within the KWHCHS.		
6.3	Monitors issues arising from consumer complaints system for review by EK Executive Committee.		
6.4	Coordinates and monitors preparation for accreditation surveys by the Australian Council on Health Care Standards or other appropriate body, ensuring that all areas of the KWHCHS meet or surpass the requirements.		
6.5	Facilitates and develops quality improvement activities and working groups as required in consultation with Line Managers.		
6.6	Monitors, researches and evaluates developments in quality principles, targets and tools appropriate to the ongoing improvement in health services delivery and patient care.		
6.7	Participates as a member of the Clinical Safety and Quality Committee – Clinical and Corporate Governance Committees.		
6.8	Co-ordinates Client Satisfaction Surveys and others as required.		
6.9	Maintains own professional development by participating in appropriate educational and professional activities. Liaises with other Quality Co-ordinators in the WACHS – Kimberley region as a resource when required.		
<b>7</b>	<b>OTHER</b>		
6.10	Other duties as directed by Operations Manager or delegate.		

*The occupant of this position will be expected to comply with and demonstrate a positive commitment to the highest achievement level in Equal Employment Opportunity, Occupational Safety & Health, Public Sector Standards, Code of Conduct, Code of Ethics, Quality Improvement, Performance Management, Customer Focus, Disability Services Act and Confidentiality throughout the course of their duties.*

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## Section 5 - SELECTION CRITERIA

### ESSENTIAL:

- 1 Demonstrated understanding of ACHS Accreditation standards and procedures.
- 2 High level presentation and facilitation skills.
- 3 Ability to work effectively in a team environment.
- 4 Excellent interpersonal, verbal and written communication skills.
- 5 High level computing skills including database management.
- 6 Current C Class drivers Licence and an ability and willingness to travel including overnight stays away from home.

### DESIRABLE:

- 1 Current knowledge and commitment to Equal Opportunity in all aspects of employment and service delivery.

## Section 6 - APPOINTMENT FACTORS

<b>Location</b>	Kununurra	<b>Accommodation</b>	As per WACHS Kimberley policy
<b>Appointment/ Allowances Conditions</b>	<b>Appointment is subject to:</b> <ul style="list-style-type: none"> <li>• This position is subject to a successful Criminal Record Screening and a Working with Children Check</li> <li>• Completion of a 100 point identification check</li> <li>• Successful Pre-Placement Health Screening clearance</li> <li>• Evidence of current C Class driver's Licence</li> </ul> <b>Allowances include:</b> <ul style="list-style-type: none"> <li>• District Allowance as applicable</li> <li>• Annual Leave Travel Concession as applicable</li> <li>• Air-conditioning Subsidy as applicable</li> <li>• Additional week Northwest Leave</li> </ul>		
<b>Specialised equipment operated</b>			

## Section 7 - CERTIFICATION

The details contained in this document are an accurate statement of the duties, responsibilities and other requirements of the position.

Signature and Date: \_\_\_\_/\_\_\_\_/\_\_\_\_

**Operations Manager**  
Kununurra, Wyndham and Halls Creek Health Service

Signature and Date: \_\_\_\_/\_\_\_\_/\_\_\_\_

**Regional Director**  
WACHS Kimberley

As occupant of the position I have noted the statement of duties, responsibilities and other requirements as detailed in this document.

Name	Signature	Date Appointed	Date Signed

**WA Country Health Service**

**24 July 2018**

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