



HSS REGISTERED

Coordinator Innovation
Health Salaried Officers Agreement: Level G8
Position Number: 603245
Safety, Quality, Education and Innovation
Armadale Kalamunda Group / East Metropolitan Health Service (EMHS)

Reporting Relationships

Director Nursing and Midwifery
SRN Level 10
Position Number: 005001



Manager Safety, Quality, Education and Innovation
Award Level: HSO Level G10
Position Number: 602760



This Position



Directly reporting to this position:

Title	Classification	FTE
• Nil		

← Also reporting to this supervisor:

- Safety and Quality Coordinator; HSO Level G7; 2.0 FTE
- Safety and Quality Officer; HSO Level G6; 1.0 FTE
- Coordinator Education and Professional Development; HSO Level G8; 1.0 FTE

Key Responsibilities:

Coordinates and project manages the Armadale Kalamunda Group (AKG) innovation and service redesign projects, including clinical service redesign and translational research, to implement local level reform in accordance with the AKG strategic intent. The position is responsible for project management accountabilities, reporting and coordination responsibilities, including stakeholder management activities. This position will also manage and support working groups and project teams and contribute to the achievement of operational planning, service reform, and transition planning associated with the redevelopment program.

EMHS Vision and Values

Our Vision

***Healthy people, amazing care.
Koorda moort, moorditj kwabadak.***

Healthy people refers to the commitment we have as an organisation to ensure our staff, patients and the wider community have access to comprehensive healthcare services, in order to maintain healthy lives.

Amazing care reflects the sentiment of those consumers accessing our healthcare services from feedback provided to us. This common statement resonates with the health service, and reflects our intentions in our practice and work every day.

As a health service which celebrates diversity of culture and languages, it is also important that our vision is shared in the Noongar language.

Our Values

Our Values reflect the qualities that we demonstrate to each other and our community every day. Our staff make a difference every day to the patients, families and consumers they provide care, advice and support to. The EMHS values capture the shared responsibility that we uphold as most important, which are:

- **Kindness** – kindness is represented in the support that we give to one another. This is how we demonstrate genuine care and compassion to each and every person.
- **Excellence** – excellence is the result of always striving to do better. This is represented by constant improvements to the way in which we deliver our services, which results in a high performing health service.
- **Respect** – we demonstrate respect through our actions and behaviours. By showing each other respect, in turn we earn respect.
- **Integrity** – integrity is doing the right thing, knowing it is what we do when people aren't looking that is a true reflection of who we are.
- **Collaboration** – collaboration represents working together in partnership to achieve sustainable health care outcomes for our community with a shared understanding of our priorities.
- **Accountability** – together we have a shared responsibility for ensuring the best health care outcomes for our community. This is a reminder that it is not only our actions, but also the actions we do not do, for which we are accountable.

Brief Summary of Duties (in order of importance)

1. Project Management (70%)

- 1.1 Supports project teams in the identification, planning, implementation, and evaluation of solutions utilising redesign and quality improvement methodologies.
- 1.2 Develops innovation and redesign project briefs and robust implementation plans and ensures that these are managed within budget, time and scope of the project teams.
- 1.3 Uses effective change management strategies in the implementation of service redesign.
- 1.4 Assists in the ongoing identification, prioritisation and implementation of future innovation and service improvement initiatives.
- 1.5 Provides leadership to manage and support project teams and working groups to implement redesign processes to achieve sustainable organisational change.
- 1.6 Develop and maintain effective working relationships with stakeholders and all functional areas of the organisation with interests in, or impacted by and innovation and/or redesign project.
- 1.7 Ensure key stakeholders are informed, and where necessary ensure appropriate consultation and negotiation occurs.
- 1.8 Participate as a member of relevant Project Control Groups and/or site governance committee(s), and provide accurate and timely reports on progress towards planned outcomes.
- 1.9 Operates within the allocated full time equivalent (FTE) and financial budget for the area of responsibility.
- 1.10 Assists with the development of operational policies and associated implementation documentation related to the area of responsibility.
- 1.11 Ensures ongoing application of continuous quality improvement principles in the systematic evaluation and addressing of the organisation and consumer's needs.
- 1.12 Provides strategic advice to the Manager Safety, Quality, Education and Innovation with regards to the Armadale Kalamunda Group (AKG) innovation and service improvement program.

2. Information and Communication Management (30%)

- 2.1 Initiates and analyses research to determine best-evidence practice; initiates, implements, and evaluates best practice activities that support the delivery of appropriate health service delivery in the area of specialty.
- 2.2 Develops and implements project plans and strategies to facilitate effective utilisation of allocated human, financial and physical resources consistent with clinical unit, division and corporate priorities.
- 2.3 Monitor and report on risks and issues impacting project outcomes.
- 2.4 Prepares reports/briefing notes and/or business cases, as required, through the site governance structure.
- 2.5 Develops, implements and evaluates own education and training programs related to the needs of the innovation and service redesign program.

3. EMHS Governance, Safety and Quality Requirements

- 3.1 Participates in the maintenance of a safe work environment.
- 3.2 Actively participates in the Peak Performance program.
- 3.3 Supports the delivery of safe patient care and the consumers' experience including participation in continuous quality improvement activities in accordance with the requirements of the National Safety and Quality Health Service Standards and other recognised health standards.
- 3.4 Completes mandatory training (including safety and quality training) as relevant to role.
- 3.5 Performs duties in accordance with the EMHS Vision and Values, WA Health Code of Conduct, Occupational Safety and Health legislation, the Disability Services Act and the Equal Opportunity Act and Government, WA Health, EMHS and Departmental / Program specific policies and procedures.

4. Undertakes other duties as directed

Work Related Requirements

The following criteria should be read together with the Brief Summary of Duties and considered in the context of the EMHS Values.

Essential Selection Criteria

1. Demonstrated knowledge and experience of project management within a health service setting, including the ability to lead project teams.
2. Knowledge and understanding of clinical service redesign, continuous quality improvement, and patient flow principles.
3. Demonstrated ability to lead significant change in a complex environment.
4. Demonstrated high level analytical and problem solving skills, including the ability to develop innovative solutions to complex issues.
5. Highly developed inter-personal skills with the ability to establish and maintain effective relationships at all levels.
6. Demonstrated verbal and written communication skills (required for presentations, meetings, report writing etc.).

Desirable Selection Criteria

1. Qualifications in a relevant health professional discipline.
2. Current knowledge and commitment to Equal Opportunity in all aspects of employment and service delivery.

Appointment Prerequisites

Appointment is subject to:

- Completion of 100 Point Identification Check.
- Successful Criminal Record Screening Clearance.
- Successful Pre-Employment Integrity Check.
- Successful Pre-Employment Health Assessment.

Certification

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

Jaimy Wisse		HE92739	06/03/2019
Manager / Supervisor Name	Signature or	HE Number	Date
Mary Ferrier		HE11086	
Dept. / Division Head Name	Signature or	HE Number	Date

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

Occupant Name	Signature or	HE Number	Date
Effective Date			

HSS Registration Details (to be completed by HSS)

Created on	Last Updated on	June 2019
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