



HSS REGISTERED

Quality Manager

Health Salaried Officers Agreement: G-4

Position Number: 008601

**Department of Medical Technology and Physics / Medical Division
Sir Charles Gairdner Hospital / North Metropolitan health Service**

Reporting Relationships

Head of Department
Award Level: P-7
Position Number: 000195



Principal Medical Physicist
Level P-6
Position Number: 00165



This Position



← Also reporting to this supervisor:

- Medical Scientist-in-Charge
- Clinical Physicist Manager
- Senior Medical Scientist (x3)
- Medical Scientist (x3)
- Research Assistants
- Fellow Ophthalmic Surgery
- Purchasing Officer
- Assistant Purchasing Officer

Directly reporting to this position:

Title	Classification	FTE

Other positions under control

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Prime Function / Key Responsibilities

Management of the department's externally audited ISO9001:2015 Quality Management (QM) System, EquiP Quality Management System and patient databases and registries.

Brief Summary of Duties (in order of importance)

1. Manage Department's Quality Systems

- 1.1. Manage the department's externally audited ISO9001:2015 (ISO) Quality Management System, patient registries and databases and other quality systems, including:
 - 1.1.1. Management of the ISO quality documentation system
 - 1.1.2. Ensuring timely and appropriate response to service improvement forms
 - 1.1.3. Management of the department's customer feedback questionnaire process
 - 1.1.4. Active monitoring and reporting of departmental Key Performance Indicators
 - 1.1.5. Organisation and implementation of internal and external audits for each section of the department
- 1.2. Responsible for a high level of management and monitoring of all departmental projects
- 1.3. Monitoring departmental compliance with all relevant professional, ethical and engineering standards, including SCGH strategic plans, requirements of the Therapeutic Goods Act, current best practice standards, (including ISO 9001, EQulP, and relevant Australian Standards), impacting on departmental work practices
- 1.4. Management of the departmental Steering Committee processes to provide transparency, accountability and direction to departmental operations
- 1.5. Coordination of the activities of external quality assessment bodies (e.g. ISO, EQulP), and facilitation of such bodies in dealing with all quality issues such as organising external audits and responding to non-conformances and product recalls.
- 1.6. Induction of all new departmental employees into the department and the ISO9001 management system
- 1.7. Management and performance of departmental Occupational Safety and Health audits
- 1.8. Management and further development of the department's extensive electronic patient databases and registries
- 1.9. Monitoring of internally and externally allocated funding, ensuring that funding is used for the allocated purposes and that budgets are adhered to

2. NMHS Governance, Safety and Quality Requirements

- 1.1. Participates in the maintenance of a safe work environment.
- 1.2. Participates in an annual performance development review.
- 1.3. 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.
- 1.4. Completes mandatory training (including safety and quality training) as relevant to role.
- 1.5. Performs duties in accordance with Government, WA Health, North Metropolitan Health Service and Departmental / Program specific policies and procedures.
- 1.6. Abides by the WA Health Code of Conduct, Occupational Safety and Health legislation, the Disability Services Act and the Equal Opportunity Act.

3. Undertakes other duties as directed.

Work Related Requirements

Essential Selection Criteria

1. Demonstrated organisational, and time management skills
2. Well developed oral and written communication skills and effective interpersonal and negotiation skills
3. Significant experience in the design, implementation, delivery and evaluation of training and quality improvement processes within a large and diverse organisation
4. Demonstrated knowledge of the principles of quality improvement processes and governing standards and their practical application
5. Knowledge of ISO quality systems as applied to the health environment

Desirable Selection Criteria

1. Experience in auditing
2. Formal qualifications in quality management, auditing or practice management
3. Current knowledge and commitment to Equal Opportunity in all aspects of employment and service delivery.

Appointment Prerequisites

Appointment is subject to:

- Provision of the minimum identity proofing requirements.
- 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.

Manager/Supervisor

Name: John De Roach
Signature/HE HE46774
Date: 23 Jun 2020

Dept./Division Head

Name: Janette Atkinson
Signature: HE34127
Date: 23 Jun 2020

Position Occupant

Name:
Signature:
Date:

Created On: October 2020

Last Updated on: October 2020

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