



HSS REGISTERED

Risk Support Officer
Health Salaried Officers Agreement: Level G-6
Position Number: 603209
Safety and Quality Division / Patient Safety and Risk
Royal Perth Bentley Group / East Metropolitan Health Service

Reporting Relationships

Director of Safety, Quality and Organisational Learning
 Award Level: HSO G-12 (RV)
 Position Number: 603369



Risk Manager
 Award Level: HSO G-8
 Position Number: 603205



This Position



Directly reporting to this position:

Title	Classification	FTE
• NIL		

Also reporting to this supervisor:

 RP106209 Risk Support Officer

Key Responsibilities
 Supports the coordination and management of the Royal Perth Bentley Group (RPBG) risk management program in timely collaboration with key stakeholders. Ensures associated monitoring and reporting is in accordance with National Standards and East Metropolitan Health Service (EMHS) requirements.

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. Program Support

- 1.1 Supports the development, implementation and maintenance of a Hospital wide risk management framework, including participation in the development and implementation of agreed policies and protocols.
- 1.2 Encourages a culture of incident reporting and risk identification.
- 1.3 Consults and provides advice to Hospital Executive and relevant stakeholders to assist them in the development and implementation of effective strategies and plans to manage identified risks in their areas.
- 1.4 Undertakes daily monitoring of notified incidents, with escalation as required.
- 1.5 Supports the investigation of major incidents, including analysis, assessment and liaison with internal and external parties to prepare background information; and facilitating Root Cause Analysis (RCA) methodology when required.
- 1.6 Responsible for data management and coordination: data validation, capturing risks, investigative information, and treatment strategies.
- 1.7 Monitors, reviews and reports on risk management performance including recommendations to relevant RPBG governance committees and the Executive Committee, EMHS Area Executive Group, WA Department of Health and other relevant Stakeholders.
- 1.8 Ensures the risk management program is managed in accordance with RPBG governance, Safety & Quality, and National Safety and Quality Health Service Standards.

2. Education and Development

- 2.1 Supports education and training, including the development, delivery and evaluation of training packages to RPBG staff in relation to risk management principles and methodologies.
- 2.2 Promotes staff awareness of the RPBG risk management program including risk identification, incident reporting, treatment strategies and implementation of agreed change.

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

Essential Selection Criteria

1. Demonstrated knowledge of and relevant recent experience in the development and implementation of risk management principles and practices in a health care setting.
2. Demonstrated effective communication, consultation and negotiation skills and the ability to gain the cooperation of others in the achievement of objectives and work effectively within a multi-disciplinary team.
3. Experience with establishing, maintaining and administering clinical safety and quality governance systems and their associated databases.
4. Demonstrated well-developed conceptual, analytical and problem solving skills.
5. Experience in the development and facilitation of staff training programs as well as the facilitation of working groups.
6. Demonstrated knowledge and understanding of continuous improvement principles and their practical application.
7. Demonstrated organisational skills and the ability to be flexible, adaptive and innovative in the achievement of objectives.

Desirable Selection Criteria

1. Qualifications in, or progress towards, qualification in a relevant professional discipline.
2. Relevant experience in a large hospital setting or health services environment.
3. 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.			
_____ Manager / Supervisor	_____ Signature	or	_____ HE Number
_____ Date			
_____ 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
_____ Effective Date			_____ Date
HSS Registration Details (to be completed by HSS)			
Created on _____	Last Updated on _____	February 2022	