



HSS Registered

Program Support Officer
Health Salaried Officers Agreement; G-6
Position Number: RP603497 - RP603498
Safety, Quality and Organisational Learning
Royal Perth Bentley Group / East Metropolitan Health Service

Reporting Relationships

Executive Director RPBG
Award Level: MP Year 1-9
Position Number: 104822



Director of Safety, Quality and Organisational Learning
Award Level: G12 (RV)
Position Number: 603369



This Position



Directly reporting to this position:

Title	Classification	FTE
• Nil		

Also reporting to this supervisor:

- TBA



Key Responsibilities
 Working under the supervision of the Director of Safety, Quality and Organisational Learning, this role provides support to the Executive, including coordination of working parties, relevant submissions, evaluation and monitoring of programs.
 Provides administrative and technical support to facilitate the roles and functions of the Safety and Quality team. This includes secretariat duties to relevant committees, and administration and reporting for programs that support the delivery of the Operational Plan with regards to clinical safety and quality priorities within the Health Service.

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

1. Program Support

- 1.1 Provides program support for the clinical safety and quality reporting functions of the team.
- 1.2 Assists with research, analysis and options development for projects.
- 1.3 Assists with reviewing and evaluating clinical safety and quality programs and projects monitoring their progress and preparing regular status reports and briefings as required.
- 1.4 Coordinates reporting processes for the preparation of RPBG compliance reports required by relevant committees within the Hospital Group.
- 1.5 Collates analyses and interprets information from relevant clinical safety and quality databases.
- 1.6 Provides system administration support to the safety and quality team, and clinical safety and quality teams for relevant safety and quality databases such as Datix, GEKO, Mortality Register.
- 1.7 Participates in the formation, development, implementation and education of relevant policies, procedure and practices.
- 1.8 Assists in the implementation of specific initiatives and projects being undertaken by the RPBG safety and quality team.
- 1.9 Supports the development and preparation of materials and resources for education and training related to clinical safety and quality databases and programs.

2. Administrative Support

- 2.1 Prepares documentation such as Agenda Papers and Briefing Notes
- 2.2 Provides secretariat support to relevant committees, business advisory/ user groups and project reference / control groups including the preparation of meeting agendas and minutes and the appropriate follow-up of actions.
- 2.3 Supports the preparation and formatting of project reports as required.

3. Teamwork, Liaison and Relationship Building

- 3.1 Communicates effectively and acts as a liaison between relevant stakeholders and the RPBG safety and quality team.
- 3.2 Develops effective linkages and maintains networks with all internal and external stakeholders.
- 3.3 Where required works collaboratively with other Safety and Quality teams including EMHS and from other WA Health Services.

4. EMHS Governance, Safety and Quality Requirements

- 4.1 Participates in the maintenance of a safe work environment
- 4.2 Actively participates in the Peak Performance program.
- 4.3 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.
- 4.4 Completes mandatory training (including safety and quality training) as relevant to role.
- 4.5 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.

5. Undertakes other duties as directed.

Work Related Requirements

Essential Selection Criteria

1. Extensive experience with establishing, maintaining and administering clinical safety and quality governance systems and their associated databases.
2. Demonstrated experience in provision of program and project support including research, analysis, options development and reporting.
3. Demonstrated organisational and project coordination skills including the ability to achieve agreed performance standards and timelines.
4. Demonstrated excellent interpersonal, verbal and written communication skills, including the ability to build sound working relationships.
5. Demonstrated problem solving, conceptual and analytical skills.

Desirable Selection Criteria

1. Tertiary/professional qualifications in a relevant 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.

_____ Manager / Supervisor	_____ Signature	or	_____ HE Number	_____ Date
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_____ Dept. / Division Head Name	_____ Signature	or	_____ HE Number	_____ Date
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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				

HCN Registration Details (to be completed by HCN)

Created on	October 2021	Last Updated on	October 2021
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