



HSS Registered

Director Safety, Quality and Consumer Experience

Position Details

Position Number: 008359
Classification: Level G-11
Agreement: Health Salaried Officers (HSO)
Directorate: Consumer Experience and Clinical Excellence
Department: Safety, Quality and Consumer Experience
Location: QEII Medical Centre, Nedlands

Reporting Relationships

This position reports to:

0007999	Executive Director Consumer Experience and Clinical Excellence	HES Grade B
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Positions under direct supervision:

Manager Clinical Governance and Performance	G-10	009366
Coordinator Consumer Engagement	G-8	0008333
Senior Policy and Compliance Officer	G-8	0008114

Primary Purpose of the Role

The Director Safety, Quality and Consumer Experience provides strategic leadership and management for patient safety and quality programs in the NMHS. This position is responsible for establishing, leading and directing the clinical governance program for the NMHS ensuring alignment and compliance with national and WA Health priorities, performance frameworks and strategic directions. Leads the NMHS Safety, Quality and Consumer Experience Unit and manages all areas under its control. Assists with the strategic planning process for NMHS Consumer Experience and Clinical Excellence (CECE).



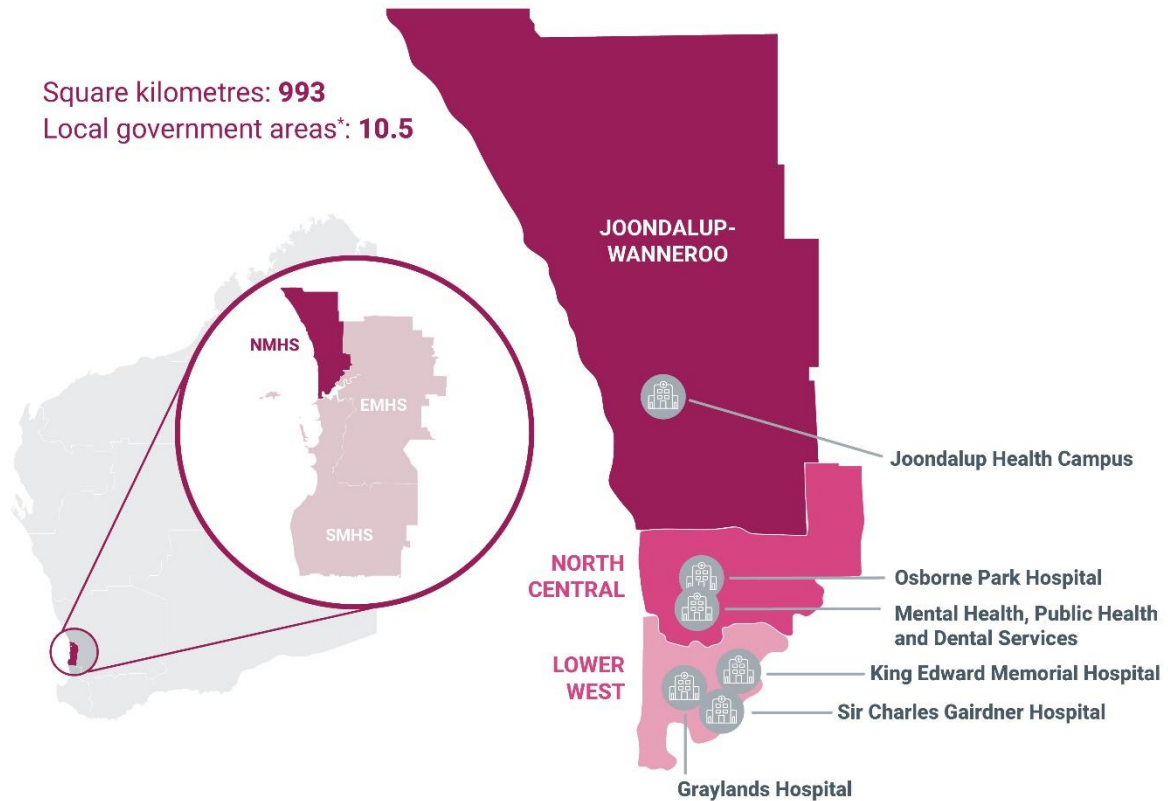
Vision

A trusted partner, delivering excellent health care for our people and our communities.



Mission

To promote and improve the health of our people and our communities.



North Metropolitan Health Service

Since our establishment in 2016, NMHS has embraced best practice to deliver improved clinical outcomes in the face of rising challenges for all healthcare providers. With a budget of \$2.16 billion and 8,917 full-time equivalent (FTE) staff, we serve a population of 736,907 people (about 28% of Western Australia’s total population) within a catchment area of almost 1,000 square kilometres. The population we serve is projected to increase by 17% between 2021 and 2031, and the number aged 65 years and older will increase by 41% over the same period. NMHS provides a comprehensive range of adult specialist medical, surgical, mental health and obstetric services in WA, delivered across three tertiary hospitals and two secondary hospitals, all fully accredited. NMHS oversees the provision of contracted public health care from Joondalup Health Campus operated under a public–private partnership. A range of statewide, highly specialised multidisciplinary services is offered from several NMHS hospital and clinic sites.



Our values



Care

We show empathy, kindness and compassion to all.



Respect

We are inclusive of others and treat everyone with courtesy and dignity.



Innovation

We strive for excellence and are courageous when exploring possibilities for our future.



Teamwork

We work together as one team in a spirit of trust and cooperation.



Integrity

We are honest and accountable and deliver as promised.

Please refer to [NMHS Values – Organisational/Individual Behaviours](#) for information on individual behaviours that reflect the organisation's values.

Our strategic priorities

We are focussing on six strategic priorities for the 2020-2025 period:

 Enabling healthy communities We build healthy and engaged communities	 People-centred care We will place our consumers' and their carers' best interests and experience at the core of all we do
 Integration and connection We will build strong connections and partnerships	 Innovation and adaptive models of care We will use research and technology to improve outcomes
 Trusted, engaged and capable people We will invest in our people and our culture	 Sustainable and reliable We will reduce harm, waste and unwarranted variation



Key Accountabilities

1. Leadership and management

- 1.1 Responsible for area level safety, quality and consumer experience functions including the development of the team, programs and processes and systems and review and evaluation of relevant policies. Ensuring alignment to organisational priorities and coordination to maximise efficiencies.
- 1.2 Provides leadership and strategic advice in all areas of clinical governance and associated planning to the Executive, NMHS Board and other governance and clinical groups.
- 1.3 Provides advice on legislative and regulatory requirements relating to clinical governance and patient safety and quality e.g. implementation of the Australian Health Service Safety and Quality Accreditation Scheme and the National Safety and Quality Health Service Standards (NSQHSS).
- 1.4 Leads and ensures continuous review of focus areas to ensure the delivery of contemporary programs that meets the needs of the organisation.
- 1.5 Supports change and improvement across the NMHS.
- 1.6 Manages, mentors and develops staff and teams to ensure the safety, quality and consumer experience function meets the needs of the organisation.
- 1.7 Accountable for the financial and resource management of programs and staff under control, including clinical governance, performance review, quality, risk management, accreditation, policy and consumer engagement and experience services.
- 1.8 Liaises and works closely with the NMHS Executive and Executive Director Consumer Experience and Clinical Excellence for the NMHS.

2. Strategic Focus and Performance Innovation

- 2.1 Maintains an expert awareness of relevant trends and issues in relation to safety, quality and consumer experience.
- 2.2 Champions collaboration, continual improvement and quality management through effective partnerships and engagement with stakeholders.
- 2.3 Cultivates mutually beneficial relationships with both internal and external agencies; such as professional groups, industry and tertiary section education institutions.
- 2.4 Initiates and implements strategies and activities to develop and foster an organisational culture, which emphasises and supports effective governance and performance review processes as key to the core business of the NMHS Consumer Experience and Clinical Excellence directorate.
- 2.5 Supports the strategic planning process and organisational development for NMHS CECE and provides support to the Executive Director Consumer Experience and Clinical Excellence in structuring input for strategic plans.
- 2.6 Facilitates and supports the directorate's business planning cycle, including the development of necessary documentation in an environment which emphasises transparency (visibility) of process and equality of access to assessment for prioritisation.



3. Program responsibilities

- 3.1 Provides strategic advice and oversight for the development, implementation and evaluation of the NMHS patient safety and quality programs and systems comprising clinical incident investigation and clinical risk management, coronial liaison, policy and standards, accreditation and clinical audit to meet health consumer expectations, organisational objectives and compliance requirements.
- 3.2 Provides strategic advice and leads the planning, implementation and evaluation of a patient safety and quality and clinical performance monitoring system consistent with national and state requirements and NMHS priorities including indicator selection, collection and analysis
- 3.3 Leads the ongoing monitoring and support of site-based accreditation against the National Safety and Quality Health Service Standards and advises the NMHS Executive and other governance groups on accreditation risks.
- 3.4 Leads the development of evidence based patient safety and quality policies and procedures for the NMHS.
- 3.5 Develops, maintains and reviews an organisation-wide framework to monitor and evaluate performance.
- 3.6 Provides strategic advice for the development of patient safety and quality training systems and strategies for senior management, staff and the NMHS patient safety and quality workforce.

4. Other

- 4.1 Undertake special assignments/projects for the Executive Director Consumer Experience and Clinical Excellence.
- 4.2 Chairs NMHS committees where required.
- 4.3 Participates as a NMHS representative on Whole of Health or WA Health safety and quality related committees or working groups.
- 4.4 Liaise and work with the Department of Health and other authorities/bodies in order to assist the achievement of objectives for safety, quality & governance.
- 4.5 Other duties as required.

5. NMHS Values: *Care, Respect, Innovation, Teamwork, Integrity*

- 5.1 Reflect the NMHS values in the way you work, behave and make decisions.

6. NMHS Governance, Safety and Quality Requirements

- 6.1 Ensures, as far as practicable, the provision of a safe working environment in consultation with staff under their supervision.
- 6.2 Participates in an annual performance development review and undertakes performance development review of staff under their supervision.
- 6.3 Supports the delivery of safe patient care and the consumers' experience including identifying, facilitating and participating in continuous safety and quality improvement activities, and ensuring services and practices align with the requirements of the National Safety and Quality Health Service Standards and other recognised health standards.
- 6.4 Completes mandatory training (including safety and quality training) as relevant to role.
- 6.5 Performs duties in accordance with Government, WA Health, North Metropolitan Health Service and Departmental / Program specific policies and procedures.
- 6.6 Abides by the WA Health Code of Conduct, Occupational Safety and Health legislation, the Disability Services Act and the Equal Opportunity Act.

7. Undertakes other duties as directed.





Work Related Requirements

The following criteria should be considered in the context of the NMHS Vision, Mission and Values.

Essential Selection Criteria

1. Demonstrated strategic leadership and management experience and substantial evidence of previous outcomes relevant to the position.
2. Demonstrated effective leadership skills including strategic thinking, planning, delivery and people management within a large and/or complex organisation.
3. Substantial knowledge and demonstrated experience in applying contemporary patient safety and quality and clinical governance principles, standards and requirements in a complex healthcare environment.
4. Demonstrated high level communication, consultation and negotiation skills including proven ability to effectively manage and inspire people and work groups to achieve results.
5. Highly developed analytical, conceptual and problem-solving skills with a proven ability to provide innovative solutions to complex issues.

Desirable Selection Criteria

1. Tertiary/professional qualifications in a health-related discipline and significant relevant experience, or extensive relevant experience accepted as professionally equivalent.
2. 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: C Bertilone
Signature/HE:
Date: March 2024

Dept./Division Head

Name:
Signature:
Date:

Position Occupant

Name:
Signature:
Date:

