

# POSITION DESCRIPTION [DRAFT]

## ISLHD – Medical Imaging Quality Manager

### Our CORE Values

Collaboration  
Openness  
Respect  
Empowerment



<b>Organisation</b>	NSW Health
<b>Local Health District</b>	Illawarra Shoalhaven Local Health District
<b>Position Number</b>	
<b>Cost Centre</b>	188750
<b>Position Classification</b>	HSM Level 3
<b>State Award</b>	Health Service Managers (State) Award
<b>Reporting to</b>	<i>Director of Medical Imaging Services</i>
<b>Does this role manage or supervise others?</b>	<i>No</i>
<b>Vaccination Category</b>	A
<b>Website</b>	<a href="http://www.islhd.health.nsw.gov.au/">http://www.islhd.health.nsw.gov.au/</a>

## PRIMARY PURPOSE

The ISMI Quality Manager is responsible for Managing the Illawarra Shoalhaven Medical Imaging (ISMI) Quality Program for the District. A key role will be the development and implementation of continuous quality improvement programs to produce sustainable evidence-based improvements in patient care. The Quality Manager will report to the Director of Medical Imaging Services, with a secondary reporting line to the Clinical Directors (Radiology and Nuclear Medicine) and the ISMI District Manager.

This position will work in close collaboration with the ISMI District Manager, Clinical Directors, ISMI District Nurse Manager, Chief Radiographers, Chief Nuclear Medicine Technologist, and the ISMI Patient Safety Manager to ensure that robust Quality systems and processes are operational in all ISMI facilities, and pertaining to all modalities.

The position will promote a culture of striving for continuous improvement in the quality of services and patient care provided by ISMI, including all elements of the service: diagnostic, interventional and consultative. The position will identify opportunities and lead the development of projects that enhance the quality of medical imaging services.

The position will lead quality improvement initiatives and accreditation processes, in conjunction with the District Clinical Governance Unit and the Executive Director of Medical Services to ensure National, State, and District Safety and Quality Frameworks are implemented within the ISMI, consistent with the Diagnostic Imaging Accreditation Scheme (NATA), Royal Australian and New Zealand College of Radiologists (RANZCR), and National Safety and Quality Health Service (NSQHS) standards.

The position will provide expert technical, practical and educational knowledge in order to implement the ISLHD Clinical Governance Framework and District safety and quality goals.

## **KEY RESPONSIBILITIES AND ACCOUNTABILITIES**

The ISMI Quality Manager will have responsibility for:

- Developing and implementing policies, procedures and guidelines for ISMI, and maintaining currency of the policy documents.
- Developing, implementing, assessing and evaluating the outcomes of ISMI quality improvement programs that improve medical imaging services for patients and the service provided to ISLHD facilities.
- Benchmarking the outcomes of ISMI services with other LHDs and national systems (such as Health Roundtable), and design quality programs that address areas in need of improvement.
- Leading and coordinating ISMI accreditation in conjunction with other senior ISMI staff in particular Director of Medical Imaging Services, Clinical Directors, District Manager, District Nurse Manager, and Chief Radiographers.
- Supporting the Director of Medical Imaging Services in facilitating a broad range of strategic and operational quality improvement strategies in ISMI that comply with the requirements of the District Clinical Governance Framework.
- Acting as a resource person for staff within ISMI on quality and service improvement activities, NSW Health and ISLHD policies and guidelines.
- Assisting and participating in the ISLHD Faculty for the Safety & Quality Essentials Pathway Program and supporting staff participating in these programs.
- Supporting implementation, monitoring and reporting of ISMI audit programs. Utilise a broad range of performance measurements to review, analyse and advise the appropriate body of issues to be addressed and make recommendations to set short and long term strategies.

## **KEY CHALLENGES**

- Maintain a current working knowledge of contemporary issues and practice in Quality Management within a medical imaging service.
- Lead change management processes in the development of Quality systems within the ISMI.
- Ensure that a high quality imaging service is provided to ISLHD clinical units and services.

## KEY RELATIONSHIPS

Who	Why
Director of Medical Imaging Services	To take direction
District Manager	To integrate robust Quality systems into ISMI operations
Clinical Directors – Radiology and Nuclear Medicine	To take direction and promote robust Quality systems
Chief Radiographers, Chief Nuclear Medicine Technologist, District Nurse Manager	To promote robust processes in consultation with staff within departments

## SELECTION CRITERIA

1. Relevant tertiary qualification(s) and/or recent experience in health system management or a related field.
2. Recent service in an acute care hospital including a demonstrated interest in patient safety and quality of care preferably with active participation in clinical governance.
3. A sound understanding of, and demonstrated ability to implement, continuous quality improvement principles and programs relevant to a medical imaging service, combined with a working knowledge of systems used to review and monitor an organisation's performance.
4. Demonstrated understanding of, and capability to lead, preparation for accreditation.
5. Proven ability to work collaboratively in a multidisciplinary team, to contribute to development of the team, and to provide leadership where needed.
6. Excellent written and oral communication and presentation skills.
7. An understanding of NSW and ISLHD policies and guidelines relevant to Quality Management and Accreditation.
8. High level of computer literacy with a working knowledge and experience of Microsoft Office and electronic clinical and administrative applications used by health services, preferably including prior experience using the Quality Audit Reporting System (QARS)

# JOB DEMANDS CHECKLIST

## Definitions

\* Denotes a critical requirement of the job

## Frequency

<b>I</b>	Infrequent – intermittent activity exists for a short time on a very infrequent basis	<b>C</b>	Constant – activity exists for more than 2/3 of the time when performing the job
<b>O</b>	Occasional - activity exists up to 1/3 of the time when performing the job	<b>R</b>	Repetitive – activity involves repetitive movements
<b>F</b>	Frequent – activity exists between 1/3 and 2/3 of the time when performing the job	<b>N/A</b>	Not applicable – activity is not required to perform the job

CRITICAL *	PHYSICAL DEMANDS - DESCRIPTION (comment)	FREQUENCY					
		I	O	F	C	R	N/A
	<b>Sitting</b> Remaining in a seated position to perform tasks				X		
	<b>Standing</b> Remaining standing without moving about to perform tasks	X					
	<b>Walking</b> Floor type: even/uneven/slippy, indoors/outdoors, slopes		X				
	<b>Running</b> Floor type: even/uneven/slippy, indoors/outdoors, slopes						X
	<b>Bend/ Lean Forward from Waist</b> Forward bending from the waist to perform tasks	X					
	<b>Trunk Twisting</b> Turning from the waist while sitting or standing to perform tasks	X					
	<b>Kneeling</b> Remaining in a kneeling posture to perform tasks						X
	<b>Squatting/ Crouching</b> Adopting a squatting or crouching posture to perform tasks						X
	<b>Leg/ Foot Movement</b> Use of leg and or foot to operate machinery	X					
	<b>Climbing (stairs/ladders)</b> Ascend/ descend stairs, ladders, steps, scaffolding	X					
	<b>Lifting/ Carrying</b>		X				
		Light lifting & carrying – 0 – 9kg					
		Moderate lifting & carrying – 10 – 15kg					X
	Heavy lifting & carrying – 16kg and above						X
	<b>Reaching</b> Arms fully extended forward or raised above shoulder	X					
	<b>Pushing/ Pulling/ Restraining</b> Using force to hold/restrain or move objects toward or away from body						X
	<b>Head/ Neck Postures</b> Holding head in a position other than neutral (facing forward)						X
	<b>Hand &amp; Arm Movements</b> Repetitive movements of hands & arms			X			
	<b>Grasping/ Fine Manipulation</b> Gripping, holding, clasping with fingers or hands	X					
	<b>Work at Heights</b> Using ladders, footstools, scaffolding, or other objects to perform work						X
	<b>Driving</b> Operating any motor powered vehicle		X				

CRITICAL *	SENSORY DEMANDS - DESCRIPTION (comment)	FREQUENCY					
		I	O	F	C	R	N/A
	<b>Sight</b> Use of sight is an integral part of work performance e.g. viewing of X-rays, computer screen			X			
	<b>Hearing</b> Use of hearing is an integral part of work performance e.g. telephone enquiries					X	
	<b>Smell</b> Use of smell is an integral part of work performance e.g. working with chemicals						X
	<b>Taste</b> Use of taste is an integral part of work performance e.g. food preparation						X
	<b>Touch</b> Use of touch is an integral part of work performance						X

CRITICAL *	PSYCHOSOCIAL DEMANDS – DESCRIPTION (comment) Assisting ↓	FREQUENCY					
		I	O	F	C	R	N/A
	<b>Distressed people</b> e.g. emergency or grief situations						X
	<b>Aggressive &amp; uncooperative people</b> e.g. drug/alcohol, dementia, mental illness						X
	<b>Unpredictable people</b> e.g. dementia, mental illness, head injuries						X
	<b>Restraining</b> Involvement in physical containment of patients/clients						X
	<b>Exposure to distressing situations</b> e.g. child abuse, viewing dead/mutilated bodies						X

CRITICAL *	ENVIRONMENTAL HAZARDS – DESCRIPTION (comment)	FREQUENCY					
		I	O	F	C	R	N/A
	<b>Dust</b> Exposure to atmospheric dust						X
	<b>Gases</b> Working with explosive or flammable gases requiring precautionary measures						X
	<b>Fumes</b> Exposure to noxious or toxic fumes						X
	<b>Liquids</b> Working with corrosive, toxic or poisonous liquids or chemicals requiring PPE						X
	<b>Hazardous substances</b> e.g. dry chemicals, glues						X
	<b>Noise</b> Environmental/background noise necessitates people to raise their voice to be heard						X
	<b>Inadequate lighting</b> Risk of trips, falls or eyestrain						X
	<b>Sunlight</b> Risk of sunburn exists from spending more than 10 minutes per work day in sunlight						X
	<b>Extreme temperatures</b> Environmental temperatures are < 15°C or > 35°C						X
	<b>Confined spaces</b> Areas where only one egress (escape route) exists						X
	<b>Slippery or uneven surfaces</b> Greasy or wet floor surfaces, ramps, uneven ground						X
	<b>Inadequate housekeeping</b> Obstructions to walkways and work areas cause trips & falls						X
	<b>Working at heights</b> Ladders/stepladders/ scaffolding are required to perform tasks						X
	<b>Biological hazards</b> e.g. exposure to body fluids, bacteria, infectious diseases						X