

POSITION DESCRIPTION [DRAFT]

ISLHD – Medical Imaging Quality Manager

Our CORE Values

Collaboration
Openness
Respect
Empowerment



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

PRIMARY PURPOSE

The ISMI Quality Manager is responsible for Managing the Illawarra Shoalhaven Medical Imaging (ISMI) Quality Program for the District. The Quality Manager will report to the Director of Medical Imaging Services principally, with a secondary reporting line to the Clinical Directors (Radiology and Nuclear Medicine).

This position will work in close collaboration with the ISMI District Manager, Clinical Directors, Chief Radiographers, Chief Nuclear Medicine Technologist, ISMI District Nurse Manager, 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, and will promote inquiry and innovation. The position will identify opportunities and lead the development of projects that enhance the quality of medical imaging services provided.

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 ISLHD services

POSITION DESCRIPTION

ISLHD – Medical Imaging Quality Manager

- 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 staff. In conjunction with the ISMI District Manager, facilitating the development of accreditation contracts for ISMI with accreditation organisations.
- Support 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.
- Assisting in the identification of risk within the organisation and contributing to the Development of strategies that effectively manage the identified risk.
- 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.
- Support implementation, monitoring and reporting of ISMI audit programs. Utilise a broad range of performance measurements to review, analysis and advise the appropriate body of issues to be address and make recommendations to set short and long term strategies

KEY CHALLENGES

- Lead change management process in the development of Quality systems within the ISMI.
- Apply high level problem solving skills to meet the challenges of the portfolio.
- Maintain a current working knowledge of contemporary issues and practice in Quality Management within the health sector.
- Ensure that a high quality service is provided to clinical units and services through ongoing professional development in the area of clinical quality and manage contentious issues with discretion.
- Exercise high level analytical decision making and problem solving in relation to complex management issues pertaining to the quality improvement and accreditation portfolio.

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 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. Recognised qualification in a health field with relevant AHPRA registration and experience.
2. Extensive experience in a health care environment including acute care hospital experience, a demonstrated interest in patient safety and quality of care, and demonstrated achievements in clinical governance.
3. A sound understanding of, and demonstrated ability to implement, continuous quality improvement principles and state-of-the-art 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 capability to lead a successful program of 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, presentation and interpersonal skills demonstrated by: a. the ability to relate to health professionals at all levels and across all disciplines; b. the ability to relate to patients and their carers; c. the ability to manage conflict and contentious situations; and d. the ability to provide leadership.
7. An understanding of NSW and ISLHD policies and guidelines relevant to Quality Management and Accreditation.
8. Demonstrated skills and experience in project management.
9. 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 some experience using the Quality Audit Reporting System (QARS)
10. Demonstrated ability to work without supervision and manage multiple projects concurrently.