Position Description

NSW Health — South Western Sydney Local Health District

OUR CORE VALUES	
COLLABORATION OPENNESS RESPECT EMPOWERMENT	*transforming your experience*

Complete this Position Description template after reading the SWSLHD Guide to Writing a Position Description. Use the Guide for assistance on each section and examples of writing styles.

Role Details

Organisation	NSW Health
Local Health District/Agency	South Western Sydney Local Health District
Position Classification	*Health Mgr Lvl 4*
State Award	*Health Managers (State) Award*
Category	*Clinical Governance	Clinical Governance Management*
Role Title	*Director Patient Safety and Quality, Mental Health*
Is this a Multi-Disciplinary Role?	No

Stafflink Position Number (Please ensure that the Position Number is Active)	
Cost Centre Number	503504
Does this role manage or supervise others?	Yes

Primary Purpose of Role (**Maximum Character Limit 3400 including spaces**)

The Director Patient Safety & Quality, Mental Health is responsible for managing the portfolios of Mental Health Patient Safety Program and provides leadership to the Mental Health Clinical Governance Unit. The position is expected to provide high level advice and support to the Mental Health Executive Leadership Team on the extent to which compliance with governance, quality and safety standards are being achieved.

The Director Patient Safety & Quality, Mental Health provides leadership to influence and guide clinicians and managers to implement clinical practice changes in relation to patient safety systems and evaluate outcomes of system and practice improvements across the range of mental health services. The Director Patient Safety & Quality, Mental Health shares responsibility with the Patient Liaison Officer for Open Disclosure processes within the Mental Health Service.

Transforming Your Experience is SWSLHD's key strategy to positively transform how our patients, consumers, staff and communities experience our organisation and services. Our vision is that our care is always safe, high quality and personalised and all our staff are supported and empowered to achieve their full potential. This strategy provides us with a clear direction for working together to deliver safe and high quality health services and build the health of our communities – now and into the future.

Position Description

Qualifications requirements:
Relevant quality improvement qualifications or equivalent work experience or a combination of work and study experience with extensive experience working in the mental health service.

WHS Responsibilities:
As a leader you are expected to support the organisation achieve the aims of the safety management system, to establish and maintain a positive health and safety culture in the workplace and to consult with workers and others when making decisions that may impact upon the health, safety and welfare of those in the workplace.

WWCC:
Current Working with Children Check Clearance (where applicable).

NPC:
National Police Check (This check will be conducted by the Health Service for Recommended Candidates only).

Staff Health:
Compliance with the SWSLHD and NSW Health, Staff Immunisation Policy (Only for Category A Positions).

Driver's Licence:
Current unrestricted Australian drivers licence (P2 Licence Acceptable) subject to obtaining NSW drivers licence within 3 months of appointment.

The Public Health (COVID-19) Vaccination of Health Care Workers) Order 2021 commenced on 26 August 2021. The Order establishes mandatory requirements for health staff and persons working in health settings to be vaccinated with a COVID-19 vaccine. Mandatory COVID-19 vaccination will now be required for all NSW Health staff.

Position Description

1. Oversee and manage the Incident Management System for the Mental Health Service (MHS) and responsibility for the implementation and review of systems and processes to collect, analyse, monitor and report on clinical incident data, and to identify and proactively manage areas of risk and improvement opportunities

2. Maintain a current working knowledge of contemporary issues and practice in patient safety and clinical governance within the health sector, and ensure regular and systematic review of the clinical operations of Mental Health Service to ensure compliance with the NSW Ministry of Health's Clinical Quality and Patient Safety Program, Risk Management and National Safety and Quality Health Service Standards.

3. Provide expertise and leadership to implement a patient safety and quality framework including; clinical incident management and review system, consumer feedback system, auditing and monitoring system, accreditation and quality improvement system and related patient safety activities.

4. Ensure effective identification, investigation, management, monitoring and reporting of clinical safety risks and adverse patient events within the Mental Health Service and exercise high level analysis and problem solving in relation to complex clinical management issues pertaining to the incident management portfolio.

5. Ensure that key processes and documents required for serious incidents are tracked and completed (eg RIB, coroner's checklist, TMF notification) and develop and report on key performance indicators that provide outcome measures;

6. Have experience, knowledge, and understanding of the Root Cause Analysis (RCA) process and lead quality improvement through the development of a learning organisation, supporting practice improvement methodologies and the dissemination of lessons learnt from RCAs and serious incidents are communicated and implemented;

7. Oversee incident reporting and consumer feedback systems to identify concerns and complaints regarding clinicians and work with management to facilitate a resolution

8. Develop and lead high performing team that delivers high quality, safe patient care through quality improvement initiatives across the Facility. Lead quality improvement through the development of a learning organisation, supporting practice improvement methodologies and the dissemination of lessons learnt.

9. Maintain a policy and procedure framework for ensuring the effective management and investigation of clinical incidents that is consistent with relevant legislation and the policies of the SWSLHD and Ministry of Health;

10. Oversee the leadership of all accreditation programs in relation to patient safety for the Mental Health Service and with the Mental Health Quality Manager, lead high quality and clinical audit and peer review processes to meet compliance with the National Safety and Quality Health Service Standards and as directed by the Director Mental Health.

11. Responsible for the human resources management for the Mental Health Clinical Governance Unit including (but not limited to) recruitment, performance appraisal, and professional development planning for direct reports, and develop and implement appropriate strategies to manage the Unit's budget efficiently.

12. Working in collaboration with other members of the MH Clinical Governance Unit in delivering and promoting a culture of consumer safety through education and training and customer rounding with staff/team.

Position Description

Key Challenges (**Minimum of 1 maximum of 3** Maximum 1000 characters per challenge)
1. Development of continuous quality improvement, patient safety, risk management, accreditation and consumer feedback programs across a geographically spread clinical stream within the Mental Health Service.. Maintaining currency of system failure and human error methodology, contemporary clinical governance practice, changes to policies, regulations and legislative changes, especially in the area of clinical governance. 2. Management of a diverse portfolio of responsibility to improve quality of clinical service delivery and patient outcomes to assess and improve compliance, to evaluate outcomes and to identify better clinical practice. 3. Engaging clinical support for implementation of key patient safety strategies where competing priorities exist.

Key Relationships (**Who-Max 200 characters Why-Max 500 Characters**)	
Who	**Why?**
Internal Relationships (Minimum of 1 maximum of 3**)**	
1 MH Clinical Governance Unit Team	Leader and Manager
2 Clinicians and staff	Leading and supporting patient safety issue
3 MH Executive Leadership Team and Mental Health Managers and Team Leaders	Lead, support and ensure awareness of the quality, accreditation and risk management process frameworks across the mental health service by maintaining effective relationships, collaboration and communication with the MH Executive and Mental Health Managers and team leaders.
Does this role routinely interact with external Stakeholders? Yes (**Minimum of 1 maximum of 2**)	
1 Consumers and Families	Responsible for patient safety and quality
2 CEC, Ministry of Health	Provision of reports relating to patient safety issues

Position Description

Selection Criteria
Maximum of 8 Selection Criteria **Maximum of 3800 characters including spaces for all criteria**

1. Relevant tertiary clinical and health management qualifications or substantial work experience exhibiting a proven and successful track record in quality, safety, accreditation and consumer engagement.

2. Demonstrated management experience with the ability to lead and develop a diverse team including: Change management; Problem solving; Analytical and Organisational skills.

3. Demonstrated knowledge and ability to apply the principles of patient safety and human factors, risk management and process improvement in a quality and safety framework within a clinical setting.

4. Significant experience with executive level interpersonal, communication, presentation, written and verbal skills and demonstrated ability and experience in high level analysis of complex issues, problem solving skills and providing subsequent concise reports with recommendations.

5. Knowledge of integrated risk management principles and experience in the concepts and processes of clinical risk management, quality improvement processes and patient safety frameworks.

6. Broad understanding and experience in the National Safety and Quality Healthcare Standards and related accreditation processes, the Health Care Complaints Commission (HCCC) system requirements and the Incident Information Management System (IIMS).

7. Demonstrated high level computer skills including information and database management.

8. Current unrestricted Australian drivers licence (P2 Licence Acceptable) subject to obtaining NSW drivers licence within 3 months of appointment, and the willingness to travel across a large geographical area.

Position Description

Job Demands Checklist

Job Demands Frequency Key:

I = Infrequent (intermittent activity exists for a short time on a very infrequent basis)

O = Occasional (activity exists up to 1/3 of the time when performing the job)

F = Frequent (activity exists between 1/3 and 2/3 of the time when performing the job)

C = Constant (activity exists for more than 2/3 or the time when performing the job)

R = Repetitive (activity involved repetitive movements)

N = Not Applicable (activity is not required to perform the job)

Physical Demands

Sitting - remaining in a seated position to perform tasks	F
Standing - remaining standing without moving about to perform tasks	O
Walking - Floor type: even / uneven / slippery, indoors / outdoors, slopes	F
Running - Floor type: even / uneven / slippery, indoors / outdoors, slopes	N
Bend/Lean Forward from Waist - Forward bending from the waist to perform tasks	O
Trunk Twisting - Turning from the waist while sitting or standing to perform tasks	O
Kneeling - remaining in a kneeling posture to perform tasks	N
Squatting / Crouching - Adopting a squatting or crouching posture to perform tasks	N
Leg / Foot Movement - Use of leg and / or foot to operate machinery	I
Climbing (stairs/ladders) - Ascend / descend stairs, ladders, steps	I
Lifting / Carrying - Light lifting & carrying: 0 - 9 kg	O
Lifting / Carrying - Moderate lifting & carrying: 10 - 15 kg	I
Lifting / Carrying - Heavy lifting & carrying: 16kg & above	N
Reaching - Arms fully extended forward or raised above shoulder	O
Pushing / Pulling / Restraining - Using force to hold / restrain or move objects toward or away from the body	I
Head / Neck Postures - Holding head in a position other than neutral (facing forward)	I
Hand & Arm Movements - Repetitive movements of hands and arms	I
Grasping / Fine Manipulation - Gripping, holding, clasping with fingers or hands	O

Position Description

Job Demands Checklist (Continued)	
Work At Heights - Using ladders, footstools, scaffolding, or other objects to perform work	N
Driving - Operating any motor powered vehicle	F
Sensory Demands	
Sight - Use of sight is an integral part of work performance e.g. Viewing of X-Rays, computer screens	C
Hearing - Use of hearing is an integral part of work performance e.g. Telephone enquiries	C
Smell - Use of smell is an integral part of work performance e.g. Working with chemicals	N
Taste - Use of taste is an integral part of work performance e.g. Food preparation	N
Touch - Use of touch is an integral part of work performance	C
Psychosocial Demands	
Distressed People - e.g. Emergency or grief situations	O
Aggressive & Uncooperative People - e.g. drug / alcohol, dementia, mental illness	N
Unpredictable People - e.g. Dementia, mental illness, head injuries	N
Restraining - involvement in physical containment of patients / clients	N
Exposure to Distressing Situations - e.g. Child abuse, viewing dead / mutilated bodies	I
Environmental Demands	
Dust - Exposure to atmospheric dust	N
Gases - Working with explosive or flammable gases requiring precautionary measures	N
Fumes - Exposure to noxious or toxic fumes	N
Liquids - Working with corrosive, toxic or poisonous liquids or chemicals requiring PPE	N
Hazardous substances - e.g. Dry chemicals, glues	N
Noise - Environmental / background noise necessitates people raise their voice to be heard	I
Inadequate Lighting - Risk of trips, falls or eyestrain	N
Sunlight - Risk of sunburn exists from spending more than 10 minutes per day in sunlight	I

Position Description

Job Demands Checklist (Continued)	
Environmental Demands (Continued)	
Extreme Temperatures - Environmental temperatures are less than 15C or more than 35C	N
Confined Spaces - areas where only one egress (escape route) exists	N
Slippery or Uneven Surfaces - Greasy or wet floor surfaces, ramps, uneven ground	I
Inadequate Housekeeping - Obstructions to walkways and work areas cause trips and falls	I
Working At Heights - Ladders / stepladders / scaffolding are required to perform tasks	N
Biological Hazards - e.g. exposure to body fluids, bacteria, infectious diseases	N

Created By: _____

Title: _____

Service Director Approval: _____

_____

Title: _____

Human Resources Approval: _____

_____

Title: _____

District Department Approval (if required): _____

_____

Title: _____