

POSITION DESCRIPTION

Job Title:	Quality Improvement Officer
Reporting to:	headspace Mildura Centre Manager
Hours:	1.0 FTE (0.8 considered); Fixed term to 30th June 2021
Location:	headspace Mildura

About the services

As the Lead Agency for headspace Mildura, Mildura Base Hospital (MBH) provides public mental health services on behalf of the Victorian Government to the Northern Mallee Region. Mildura Base Hospital Mental Health Services offer a range of inpatient (12-bed Inpatient Unit) and community based programs and includes the Acute Critical Incident Service (ACIS), Aged Persons' Mental Health Service (APMHS), Child and Youth Mental Health Service (CYMHS) and the Continuing Care Team (CCT). There is also a number of non-clinical services including: Aboriginal Health Unit, Education and Training, Carer Consultant, Consumer Consultants.

The headspace Mildura's mission is to promote and facilitate improvements in the mental health and social wellbeing of young people aged 12-25 in the Mildura and surrounding area. headspace Mildura is a youth friendly centre that provides services across four core streams: primary health care, mental health, alcohol and other drug (AOD), and social/vocational services. The clear intention is to significantly increase the number of young people that are identified and responded to with integrated evidence based interventions, at the earliest possible point when problems emerge.

Purpose of the position

The Quality Improvement Officer will be responsible for promoting youth social and emotional wellbeing in the local area. This includes young people who have, or may be at risk of developing, a mental health and/or substance use disorder or have economic and social recovery needs.

The primary purpose of the position is to consult on the design and consolidate the implementation, monitoring and evaluation of quality management and clinical governance systems for headspace Mildura and, as appropriate, facilitate the integration of governance structures between headspace Mildura and the Lead Agency (MBH Mental Health Service). Particular focus includes planning, developing and implementing activities aimed at promoting a culture of continuous quality improvement across the organisation. The Quality Improvement Officer will also work cross functionally to provide quality input to organisational policies, procedures, campaigns, promotional materials and other programs and activities as required.

Key Responsibilities

- Lead a systematic approach to Quality Management and Clinical Governance by overseeing the development and maintenance of quality plans (including the headspace Model Integrity Framework) that incorporate quality into every facet of service planning and delivery.
 - Under the guidance of the headspace Centre Manager (headspace Mildura) and Director of Mental Health Services (MBH), develop and coordinate Clinical Governance approaches that support delivery of quality services to all consumers.
 - Scope and advise on responses to Clinical Program system, process and practice issues and risks arising in the delivery of quality mental and physical health services to young people and consumers of mental health services.
 - Build the capacity of Clinical Program staff to undertake effective Quality Management and Clinical Governance by:
 - Providing effective leadership and education in Quality Management, Clinical Governance and continuous quality improvement practices;
 - Assisting and encouraging staff to continuously review work practices;
 - Acting as a resource for staff seeking to implement quality improvement activities;
 - Support staff to prepare, collect and review key data sources for the purposes of improvement planning, reporting and meeting regulatory requirements.
 - Ensure Quality Committees are provided with current and relevant information relating to Quality Management, Clinical Governance and Quality Improvement activities.
 - In conjunction with the relevant staff, coordinate processes to achieve and maintain accreditation against required quality standards.
 - Develop and support continuous quality improvement activities at all levels of the organisation to assist, evaluate, analyse and improve work processes and outcomes ensuring the participation of all relevant staff.
 - Promote a multidisciplinary approach to the implementation of quality improvement activities facilitating effective lateral communication with all relevant stakeholders.
 - Advise on operational, quality and risk implications in establishing new clinical programs and develop implementation plans where required.
 - Coordinate a process for the identification of, and lead, service projects/initiatives; this will include an initial focus on suicide prevention and postvention, with a review and associated redevelopment of existing protocols/plans in keeping with the Black Dog Institute guidelines and as a complement to the Mildura place-based suicide prevention trial and headspace in Schools suicide prevention initiatives.
 - Engage and liaise effectively with staff at all levels of headspace Mildura and MBH Mental Health Services demonstrating constructive working relationships and information exchange across the organisation.
 - Other duties consistent with the position where required and/or requested by the headspace Centre Manager (headspace Mildura) and Director of Mental Health Services (MBH)
-

Key Selection Criteria

Qualifications and Experience

- Recognised tertiary qualifications in health care discipline. Post Graduate Degree in Quality Management advantageous.
 - Experience of detailed report writing and data analysis.
 - Experience of working with a range of internal and external stakeholders.
-

Knowledge and Skills

- Demonstrated ability to support managers and staff to monitor, evaluate and improve services through an effective organisational clinical governance approach and provision of tools, methods and resources relevant to the health sector.
- Demonstrated understanding of performance measurement, benchmarking, and service standards in the health sector.
- Knowledge and experience in developing and implementing risk management frameworks in a complex health setting.
- Demonstrated ability to lead processes to achieve and maintain accreditation against quality standards.
- Highly developed organisational skills with an attention to detail.
- Demonstrated experience and skills in presentation and group facilitation.
- Proven track record in building and maintaining effective working relationships with a range of stakeholders.
- Highly developed verbal and written communication skills.
- Ability to work in a highly productive environment with time pressures whilst managing multiple tasks.
- Advanced computer skills including word processing, spreadsheets and database applications.
- Ability to work both independently and collaboratively as a productive team member.

Personal Attributes

- High levels of professionalism, confidentiality and discretion.
- Approaches tasks with a positive attitude.
- Self-motivated and demonstrates initiative.

Desirable

- Knowledge and understanding of relevant legislation, policies and strategic directions of mental health services for people experiencing (or at risk of) a serious mental illness;
- Knowledge of Mildura's health sectors
- A current driver's licence.

Workplace Practices

All headspace Mildura employees are required to familiarise themselves with the organisation's policies and procedures and abide by them at all times. It is further expected that employees will:

- Be respectful towards the organisation, colleagues, clients, and the general public.
- Be cognisant with and uphold the objectives and philosophy of headspace.
- Act collaboratively with all colleagues.
- Act in a safe and responsible manner at all times.

This position requires the preferred applicant to undergo a Working with Children and Police Records Check (as *relevant to Victoria*).

How to apply

Applications should address the key selection criteria outlined in the position description and include a letter of application and curriculum vitae with three current professional referees. Please complete online or forward to Cassandra Lawn, Recruitment Officer, Mildura Base Hospital: lawnc@ramsayhealth.com.au

For further information please contact Teresa Cavallo, headspace Mildura Centre Manager on 5021 21400 or email teresa.cavallo@headspacemildura.com.au