



## Clinical Continuous Quality Improvement Coordinator Job Description

Area:	All Miwatj Health East Arnhem Region
Job Title:	Clinical Continuous Quality Improvement Coordinator
Classification:	RN4, 1-3
Salary:	\$110,606 ~ \$118,826 per annum + Super depending on experience and skills
Work Type:	Full Time
Department:	Medical Services
Location:	Darwin
Reports to:	Clinical Governance Manager
Direct Reports:	Nil
Employment Conditions:	Miwatj Health Aboriginal Corporation EA 2018

### OUR VALUES

**We Believe. We Invest.**

1. We believe...and we invest
2. We respect...and we trust
3. We contribute...and we learn
4. We stand strong...and we last  
(And we do it **together, always**).

### Primary Objective

Facilitate a high level of quality of patient care in health centres across the Miwatj region, using such recognised methods as clinical audits, short cycle quality improvement activities, systems assessment techniques, and process mapping. Work with other staff members to maintain and improve quality of clinical care and processes, data management, and clinical governance systems within the organisation.

### Staffing and budget responsibilities

Nil.

### Reporting Relationships

This position reports directly to the Clinical Governance Manager.

### Key Responsibilities

- Work with Health Service staff and management to implement Continuous Quality Improvement (CQI) activities in all aspects of the clinical services provided by the health service to support improved service and health outcomes.
- In consultation with the Director of Medical Services and Clinic Managers, ensure the implementation of Plan-Do-Study-Act cycles among the clinical staff on a regular basis, in regard to:
  - Improving the client journey, including in regard to chronic disease care, maternal and child health, and men's health;
  - Examining client outcome data (including, but not limited to, AHKPI data) to identify any gaps in services and work with clinicians to plan and implement strategies for improvement;
  - Reviewing client feedback, complaints and client satisfaction questionnaires and incorporating this information into quality improvement processes; and
  - Any other relevant work-related issues that may arise.

- Ensure that decisions arising from PDSA cycles are documented in clinical policies, procedure manuals or other relevant places.
- Coordination and oversight of all clinical quality improvement programs in the Miwatj region, assisting staff to develop, implement and evaluate CQI plans as part of an annual planning process.
- Take a lead role in the participation by health service staff in CQI processes including clinical audits and use of the health Systems Assessment Tool (SAT).
- Support clinical staff in data cleansing to ensure the accuracy of data collection such as AHKPI data.
- Participate in clinical review and root cause analysis as required.
- Work with clinic staff to ensure that Miwatj clinics continue to meet AGPAL accreditation standards and conduct regular mock audits.
- Prepare reports, briefing papers and communication materials as required by the Board and CEO.
- Liaise with CQI staff at AMSANT on all relevant issues and participate in other CQI activities, workshops and initiatives which are relevant to the Miwatj region.
- Play a central role in the management of the organisation's clinical incident/feedback management process (Riskman) including using the data to identify areas for improvement.
- In consultation with the Clinical Governance Committee assist in the development of clinical policies and the implementation of clinical procedures in accordance with evidence based practice as required for accreditation under AGPAL or other relevant standards and protocols.
- Embed an ethos of continuous quality improvement throughout the organisation including the use of evidence based practice, reflective practice and adherence to Work Health and Safety (WH&S) policies.
- Contribute to the development, implementation, evaluation and review of the Quality and Clinical Governance elements of the Miwatj Strategic plan.
- Adhere at all times to all Miwatj policies and procedures, including WH&S, and comply with the relevant NT and Commonwealth WH&S legislation.
- Participation in the Communicare User group to promote the use of decision support tools and to ensure the implementation of processes to support data quality.
- Act as a resource to other staff by providing quality tools and advice/education as required.

### **Qualifications/Professional registration/other requirements**

Formal qualifications as a health professional with experience in clinical primary health care.

### **Selection Criteria**

#### **Essential minimum requirements**

- Ability to motivate staff and facilitate change in a high pressure, culturally diverse environment.
- Proven capacity to communicate and negotiate sensitively and effectively with Aboriginal people.
- Substantial knowledge of and genuine interest in approaches to CQI and accreditation processes.
- Experience in CQI management, organisational change and/or coordination of health service accreditation.
- High level interpersonal skills with the ability to work effectively in a multi-disciplinary team environment.
- Good organisational and administration skills with the ability to communicate clearly and precisely both verbally and in written form.
- Strong strategic and analytical thinking with data interpretation and problem solving abilities,
- Willingness to travel to remote Aboriginal communities frequently and stay for up to several days at a time.
- Current NT driver's licence or the ability to obtain.

- Current Criminal History Check and Working with Children Clearance notice (OCHRE card) or the ability to obtain.

#### Desirable

- Experience working in a remote Aboriginal community.
- Ability to speak an Aboriginal language from the region and/or knowledge of traditional kinship systems operating in the region.
- Knowledge of the requirements for AGPAL accreditation

#### Delegation Authority / Other Functions ONLY IF APPLICABLE

Delegations are attached to positions rather than occupants of positions. Delegations are to be exercised within the framework of MHAC policies and guidelines. Tables of delegates and delegations will be accessible on MHAC's internal information systems, together with associated policies.

If a delegate is found to have exercised a delegation improperly, he or she may be subject to discipline and the delegation(s) revoked.

The applicant will be required to hold a current Working with Children Clearance notice and undergo a criminal history check. A criminal history will not exclude an applicant from this position unless it is a relevant criminal history.

#### Acceptance of Responsibilities

I have read the requirements and responsibilities outlined in this position description, MHAC Code of Conduct and Employment Terms and Conditions and agree to meet and adhere to these and have my performance monitored and evaluated in relation to my performance in the role as detailed throughout this document.

Name:	(Employee)	(Manager)
Signed:		
Date:		
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