POSITION DESCRIPTION – Alfred Medical Staff

POSITION: Medical Officer in Redesign


DEPARTMENT/UNIT: Redesigning Care

DIVISION: People & Culture

ACCOUNTABLE TO: Manager, Resigning Care - Operational Director, Medical Services - Professional

ALFRED HEALTH

Alfred Health is the main provider of health services to people living in the inner southeast suburbs of Melbourne and is also a major provider of specialist services to people across Victoria. The health service operates three outstanding facilities, The Alfred, Caulfield, and Sandringham.

Further information about Alfred Health is available at www.alfredhealth.org.au

OUR BELIEFS

Our staff are expected to demonstrate and uphold Alfred Health beliefs, which are:

- Patients are the reason we are here – they are the focus of what we do.
- How we do things is as important as what we do. Respect, support and compassion go hand in hand with knowledge, skills and wisdom. Safety and care of patients and staff are fundamental.
- Excellence is the measure we work to every day. Through research and education, we set new standards for tomorrow.
- We work together. We all play vital roles in a team that achieves extraordinary results.
- We share ideas and demonstrate behaviours that inspire others to follow.

DEPARTMENT

Redesigning Care is focused on advancing excellence in health care and enhancing the patient experience through continuous improvement, redesign and innovation. The department facilitates collaborations in order to create innovative solutions to the challenges in health and healthcare delivery.

The Redesigning Care work program is delivered by a cross-discipline team who have expertise in continuous improvement, project management and innovation. The team facilitates collaborations across departments to develop new models of care, implement systems improvements, and to enhance Alfred Health’s continuous improvement capability.
POSITION SUMMARY

The Medical Officer in Redesign position is a 12-month role that offers clinicians the opportunity to develop skills and embed learning relating to quality improvement that will support their career progression and strengthen organisational capability for improvement.

The Medical Officer in Redesign works with clinicians and leaders across the organisation to drive improvement and innovation, manage change and build organisational improvement capability. They support teams in transforming service delivery to improve the experience of our patients, the way teams work together, and the overall effectiveness and efficiency of the system.

The Medical Officer in Redesign will liaise with peers to identify and tackle quality, work flow and efficiency problems, and bring about change. This will involve formulating an aim and hypothesis, collecting and analysing data, developing and testing solutions, and presenting findings.

There will be opportunities to develop skills and knowledge relating to leadership, quality and continuous improvement methods, project management, change management and the overall governance of health services.

KEY RESPONSIBILITIES

Project and Change Management

- Utilise a creative, problem-solving approach to support teams in the design of practical, evidence based solutions that anticipate future needs and deliver high quality sustainable healthcare improvements.
- Support and facilitate an improvement & change management program in accordance with Alfred Health’s strategic direction, enabling teams to create new solutions and models of care that improve patient care.
- Provide project management support for key improvement initiatives across the organisation, using a suite of service improvement tools.
- Ensure efficient management of work within the Redesigning Care program against agreed timeframes and outcomes.
- Ensure monitoring and timely reporting of project progress, outcomes and issues to project team.
- Collect, analyse and monitor data as required.
- Contribute to the development and implementation of a communication strategy as part of the change management plan to ensure that all stakeholders are informed of practice and process changes.
- Ensure that proceedings, outcomes and required follow-up from meetings is documented and followed up in a timely manner.
- Monitor across projects for barriers and resistance to change seeking support to address these appropriately.
- Ensure that changes are integrated into procedures and processes to foster consistency and sustainability.
- Employ consumer and patient engagement strategies where appropriate.
- Share and apply knowledge and learnings across the program to optimise organisational performance.
• Monitor overall progress within the programs of work and reporting progress to the Manager of Redesigning Care or project team as required.

**Capability Development**

• Contribute to development of training, and tools as required to build organisational capability and ensure successful utilisation of improvement methodologies.

• Contribute to and participate in workshops and training to support capability activities and achieve project objectives within the Redesigning Care program.

• Share project results and apply learnings across the program to optimise organisational performance and knowledge.

• Communicate as appropriate with other organisations, health system wide, in improvement methodologies as they apply in health.

• Present and participate at National and International forums and publications.

**Other Duties:**

• Perform other related duties as requested by Manager of Redesigning Care.

• Participate in the Alfred Health’s Performance Management Programme.

**QUALITY, SAFETY, RISK and IMPROVEMENT**

• Maintain an understanding of individual responsibility for patient safety, quality & risk and contribute to organisational quality and safety initiatives.

• Follow organisational safety, quality & risk policies and guidelines.

• Comply with the Alfred Health principles of Timely Quality Care (TQC).

• Maintain a safe working environment for self, colleagues and members of the public at Alfred Health’s Unacceptable Behaviour in the Workplace policy.

• Escalate concerns regarding safety, quality & risk to appropriate staff member, if unable to rectify yourself.

• Promote and participate in the evaluation and continuous improvement processes.

• Comply with principles of Patient Centred Care.

• Comply with Alfred Health mandatory training and continuing professional development requirements.

• Comply with requirement of National Safety & Quality Health Service Standards and other relevant regulatory requirements.

• Adhere to Alfred Health infection control policies and procedures including Hand Hygiene, aseptic technique and peripheral line guidelines.

**OTHER REQUIREMENTS FOR ALL ALFRED HEALTH STAFF:**

• Provide interns and PGY2s working in the Unit with appropriate supervision, training and instruction in accordance with Unit requirements and Alfred Health policies.

• Ensure compliance with relevant Alfred Health clinical and administrative policies and guidelines.

• Comply with relevant privacy legislation.

• Protect confidential information from unauthorised disclosure and not use, disclose or copy confidential information except for the purpose of and to the extent necessary to perform your employment duties at Alfred Health.

• Comply with Alfred Health medication management and medication safety policies and guidelines.
In this position you must comply with the actions set out in the relevant section(s) of the OHS Roles and Responsibilities Guideline.

KEY CAPABILITIES AND SELECTION CRITERIA

Capabilities

- Passion for innovation and improving staff and patient experience.
- Able to conduct data analysis.
- Able to think creatively.
- Open, flexible and innovative.
- Excellent written and oral communication skills.
- Demonstrated flexibility and resilience.
- Able to consult and collaborate with others and work as an effective member of a team to deliver organisational outcomes.
- Able to organise self and others to meet timelines.
- Self motivated and able to influence others.

QUALIFICATIONS/EXPERIENCE REQUIRED

- Medical graduate;
- Successful completion of at least two post graduate years;
- AHPRA medical registration without conditions, undertakings or reprimands.

OTHER RELEVANT INFORMATION

- Statements included in this position description are intended to reflect in general the duties and responsibilities of this position and are not to be interpreted as being all inclusive;
- Ongoing performance reviews and feedback will be undertaken across the PGY3 and PGY3+ years. It is anticipated that a formative and summary assessment will be undertaken during the rotation.
- Mandatory Police Check and Working with Children Check to be completed if appointed.

Position Description authorised by: Tony Kambourakis & James Campbell
Date: September 2019