POSITION DESCRIPTION – THE ALFRED

Position title: Service Improvement Coordinator
Division: Alfred Mental and Addiction Health
Location: 549 St Kilda Rd, the position will be required to operate across the multiple sites of the service
Reports to: Manager, Governance, Service Improvement & Evaluation
Award: Psychiatric Services EBA 2013-18
Classification: RPN 4 / Allied Health level 3
Date: October 2020

ALFRED HEALTH

Alfred Health is the main provider of health services to people living in the inner southeast suburbs of Melbourne and incorporates The Alfred, Caulfield Hospital and Sandringham Hospital. It provides a wide range of health services across a range of settings including hospital, home and community-based locations. It is also a major provider of specialist state wide services to the people of Victoria.

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

OUR PURPOSE

To improve the lives of our patients and their families, our communities and humanity.

OUR BELIEFS

Our staff are expected to demonstrate and uphold the beliefs of Alfred Health:

- 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 standard we work to everyday. Through research and education, we raise the bar for tomorrow
- We work together. We play vital roles in a team that achieves extraordinary results
- Our leadership shares ideas and demonstrates behaviours that inspire others to follow

PROGRAM – Mental and Addiction Health

Alfred Mental and Addiction Health (AMAH) is responsible for the operation of services which focus on people with a severe mental illness residing in the Inner South Eastern area of Melbourne.

Mental and Addiction Health delivers a range of psychiatric services: Adult: comprises an inpatient unit (IPU), including a Statewide psychiatric intensive care service (APICSS), and a consultation-liaison service at the Alfred Hospital; a sub-acute Prevention & Recovery Care Unit (PARC) in South Yarra; and continuing care, rehabilitation, crisis assessment, homeless, and mobile support & treatment services in locations in Prahran (The Alfred), and St.Kilda (St Kilda Road Clinic & Alma Road CCU). There is strong postgraduate & undergraduate teaching coordinated by the expanding Alfred Addiction and Mental Health Research Centre and strong links with the Caulfield Aged Psychiatry Service.
Summary

The role of the Service Improvement Coordinator is to support and implement processes that guide the mental health service towards continuous improvement with a specific focus on feedback, patient safety and clinical risk management. This includes supporting the collection, use, evaluation and management of feedback and risk information within the Area Mental Health Service. This position is a resource and contact person in relation to feedback management, risk monitoring and improvement, adherence to standards and legislative compliance across the service.

The position will actively develop and promote the directions of the Continuous Improvement and Clinical Risk Program and foster a culture of continuous improvement within AMAH with emphasis on improving services as a consequence of feedback and risk learning’s.

Reporting Statement/Working Relationship

The position reports to the Manager, Governance, and Service Improvement & Evaluation and will work within the Quality Improvement & Safety (QIS) team and Program Managers to support them in monitoring and managing complaints and risks.

The Coordinator is also required to work in partnership with the HIM Manager; Service Redesign Manager to facilitate consistency in approaches to quality management and to ensure that improving performance framework integrates all services. Along with other key staff from the Alfred Health (AH) Clinical Governance Unit (CGU).

The position will also interface with the Department of Health (DoH), Mental Health Complaints Commission (MHCC), State Coroner’s Office (CO), Safer Care Victoria (SCV) and be a key contact and resource for those units.

Outcomes Statement and Tasks

1. Co-ordinate the AMAH feedback process and initiate service improvements arising from feedback.
   • Be a key contact for the CGU, Mental Health Complaints Commission (MHCC), and Coroner’s Office
   • Undertake to provide education sessions on complaints improvement systems and models to staff as required
   • To identify and implement improvement initiatives arising out of feedback and ensure these are updated and recorded in the RiskMan improvement module
   • Coordinate the Feedback from staff, consumer and carer groups
     • Informal and Formal Complaints system are in place, to ensure they are processed, monitored and reported
     • Be key contact and liaison to the Mental Health Complaints Commission
     • Facilitate monthly and 6 monthly feedback reports
     • Provide reports on all feedback activities in appropriate forums.
   • Collaborate with Consumer and Carer consultants regarding providing feedback to consumers and carers and educating regarding Quality Improvement and Risk Management.

2. Promote and Support Service Improvement and Innovation
   • Support and lead required service improvement and innovation activities across the service.
   • Support ongoing accreditation reporting and evidence collation processes.
   • Act as a resource with the National Safety and Quality Health Service (NSQHS) standards
   • Act as a resource person for information regarding risk, complaints, patient safety and continuous improvement
   • Support and undertake clinical audit processes and reporting
   • Support processes across AMAH in conjunction with the
management teams to meet NSQHS Accreditation standards, and legislative requirements

3. Collaborate with Workforce and Education

- Work in partnership with the Workforce & Education team around patient safety principals and learnings.
- Assist in providing data and findings from audits with the educators for the development of education packages for AMAH staff.
- Support training & education forums with the Workforce and Education team.
- Share and communicate learnings from incident reviews and investigations with the AMAH staff.
- Participate in co-design opportunities with the Consumer and Carer workforce.
- Participate in learning opportunities in partnership with Safer Care Victoria.

4. Risks are managed and minimised

- Contribute to a risk management strategy which would enable risk to be managed and minimised via AMAH Clinical Risk Management (CRM) Committee and Alfred Health (AH) Clinical Outcomes and Review Committee (CORC).
- Prepare timelines and supporting documentation for incident reviews.
- Coordinate, lead and oversee the incident review process.
- Liaise with managers re: data and reporting issues arising from incident reporting and provide Quarterly reports to teams as required.
- Continuous monitoring and implementation of serious incident review recommendations to ensure completion and improving performance.
- Ensure reportable deaths, incident review documentation is submitted and tracked.

OTHER REQUIREMENTS FOR ALL ALFRED HEALTH STAFF:

- 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.
- Research activities will be undertaken commensurate with the role

KEY CAPABILITIES:
DUTIES AND RESPONSIBILITIES

QUALIFICATIONS/EXPERIENCE REQUIRED

Essential
- Relevant tertiary qualification in a clinical discipline and/or health service management
- Experience in facilitating and coordinating service wide reviews and developing plans and process to implement identified changes
- Demonstrated capacity to facilitate organisational change, support and involve staff and
consumers in planning and service development initiatives.

- Ability to review and analyse quantitative and qualitative data and compile appropriate reports

Desirable

- Sound knowledge of the concepts and principles of quality management and evidence based practice with particular emphasis on systems improvement
- Proven ability developing, monitoring and evaluating quality and risk management systems in a health context
- Excellent written and verbal communication and presentation skills and an ability to apply these skills to a variety of stakeholders
- Demonstrated knowledge of the strategic, policy, organisational frameworks and legislation that influence public mental health in Victoria.

Other:

- A current driver’s license. Travel throughout the catchment area and across service sites will be required.

Performance Appraisal

The incumbent will participate in a performance appraisal six months after appointment and thereafter annually with the Manager, Governance, Service Improvement & Evaluation

Position Description authorised by: Sandra Keppich Arnold

Date: October 2020