

Position Description

Position details					
Position Title	ED Quality Support Officer			Department	Emergency
Position No				Health Service	
Award Classification	Health Service Manager Level 2			Location	
Reports To	ED Director	Hours	20	Duration	
Reports directly to				Date Evaluated	
Other Roles Reporting to Position's Manager:					

About the NSW Ministry of Health

With almost a third of the state's budget allocated to the health portfolio, NSW Health is one of its largest human services agencies. For more information go to www.health.nsw.gov.au

Although the Ministry is just one component of the wider NSW Health system it plays a key role in:

- shaping overall policy development, funding strategies and system-wide planning of health services
- partnering with Local Health Districts, NSW communities and organisations to promote health, prevent injury and disease, and drive improvements such as the 'patient journey experience'.

About the (Your Health Service)

Suggest one paragraph

Role and purpose of the (Your Health Service)

Can expand more here, maybe include the key strategic directions of your health service.

Your specific department

A few paragraphs about your department, aims, goals, etc

Position context

Primary Purpose of this Position

Coordinate the implementation of a quality framework in the emergency department. The application of the ACEM Quality Framework into action at the emergency department level is important to ensure safe and high quality care is delivered across the spectrum of emergency departments in NSW, and will underpin monitoring of quality necessary for successful implementation of the NEAT.

The postholder will be expected to assess, monitor and review the ED's progress against achievement of the quality framework. They will work closely with the ED Director, Nurse Manager and managers to coordinate all activities to work towards achieving all of the profiles in the quality framework.

Roles and accountabilities

- To assess monitor and review how the ED is performing against the quality framework
- To develop, manage, prioritise and report on progress against a quality action plan to ensure continuous quality improvement
- To collate and produce, where necessary, evidence of the departments activities that underpin

achievement of the quality framework standards

- Actively facilitate ED staff participation in ED quality improvement activities, including clinical and operational audit, risk management, incident monitoring and review, and Root Cause Analysis where appropriate.
- Work closely with the ED Director, Nurse Manager, clinical and support staff to identify clinical practice improvement and change management opportunities within the Emergency Department to achieve the quality framework.
- Implement strategies to ensure that quality is integrated into service provision.
- Participate in the provision of data and manage information to provide timely and accessible information to ED managers and clinicians.
- Collaboratively implement changes and carry out evaluations to ensure appropriate standards of service delivery.
- Assist in building successful teams by supporting ownership of service performance, effectively communicate with teams and support a culture of stewardship.
- To actively participate in the Quality Project Officers group that will be established
- Share best practice across NSW within the peer group of Quality Project Officers
- Ensure the participation and representation of the Emergency Department on relevant committees and working parties
- Liaise with relevant bodies, including the Emergency Care Institute NSW, professional bodies, Clinical excellence commission, MOH etc
- Provide quarterly reports to the ECI NSW and facilitate ED participation in identified ECI statewide quality activities
- Support the Hospital's quality standards in terms of EQUiP, ensuring that clinical review activities are undertaken as part of the Quality Improvement Program.
- Perform other duties consistent with the Awards of Terms of Employment as may be directed or implied from time to time.

Performance measurement:

- Regular monitoring against quality framework standards and implementing strategies to improve service delivery.
- Evidence of appropriate data used for ongoing monitoring and decision making.
- Evidence of ED clinical staff involvement in quality activities
- Support and participation in ED quality activities, EQUiP / accreditation.

Key skills and experience

1. Demonstrated experience in leading quality improvement activities in the clinical setting
2. Demonstrated expert knowledge, skills and experience in project management
3. Demonstrated knowledge of and experience in leading change management projects
4. Demonstrated knowledge of data analysis
5. Demonstrated involvement in audits
6. Ability to analyse, interpret and present complex information
7. Excellent time management and organisational skills and capacity to deliver high quality projects within agreed timeframes.
8. Excellent verbal and interpersonal skills and an ability to negotiate and liaise with senior management, health professionals and external agencies.
9. Excellent skills in use of MS Office applications.

10. Demonstrated ability to work autonomously and as a member of a team

11. An understanding of the current emergency care issues including the challenges to participation in quality activities in ED

Attachments

(your local health service)
Organisation Chart

Yes
 No

(your departments)
Organisational Chart

Yes
 No

Certification

We have read the above position description and are satisfied it accurately describes the position.

Position Holder's Name

Signature

Date

Manager's Name

Signature

Date

Org Charts