

## ORGANISATIONAL OVERVIEW

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### Introduction:

Northern Health is a vibrant, fast-paced workplace located in the rapidly growing northern suburbs. This is driving us to think innovatively about the needs of the population and what the health system of the future might need to look like to meet those needs. We take care of our community by providing a wide range of health services at multiple locations including:

- Northern Hospital Epping
- Broadmeadows Hospital
- Craigieburn Community Hospital
- Bundoora Centre
- Merri-bek Community Team
- Broadmeadows Community Care Unit
- Broadmeadows Prevention and Recovery Care
- Hotham Street Community Mental Health Clinic
- Northern Prevention and Recovery Care
- Northern Community Care Unit and,
- Noogal Clinic
- Kilmore District Health
- Women's Health Hub
- Mernda Community Hospital

We also collaborate with our partners to help expand the range of health care services offered to our culturally rich and diverse community.

As an organisation, we are shifting our focus from illness to putting a spotlight on supporting our community in 'staying well'. In order to achieve this, we are developing strong relationships with other health service providers and the community across the region, to help us think differently about the future.

Northern Health provides a dynamic working environment, with a strong culture of teamwork, safety and respect. Northern Health is proud to be an inclusive employer and aims to ensure our workforce is representative of the community.

### Our Vision:

Creating a healthier future by working together, innovating and delivering great care.

### Our Values:

- Safe – We provide safe, trusted care for our patients. We are inclusive, culturally safe, celebrating the diversity of our staff and community.
- Kind – We treat everyone with kindness, respect and empathy. We provide patient-centred and compassionate care.
- Together – We work together with our staff, patients, consumers and health system partners.

**Our Priorities:**

Northern Health has determined six strategic directions. The directions are focused on addressing priorities for safety, sustainability, growth and innovation. They reflect our best assessment of opportunities and challenges in our current and future environment.

- Collaborate to deliver safe, efficient, effective and sustainable care in all our services
- Demonstrate our commitment to the wellbeing of our valued workforce
- Renew and strengthen our infrastructure, systems, tools and processes for financial sustainability and growth
- Innovate to shape the future of health care in Victoria
- Partner to keep people well and deliver the best possible care locally
- Drive research and education to deliver excellent care and develop the next generation of clinicians and health care leaders

These priorities are inter-related in that success in one area is dependent on success in another. Detailed plans have been developed to support each of the priority areas.

All Northern Health employees will contribute to improving patient safety by being familiar with, and applying the National Safety and Quality Standards and criteria.

**Safety, Quality and Clinical Governance at Northern Health:**

Northern Health is dedicated to providing the highest quality of care in the safest possible environment for every patient every time. We are focused on strengthening the safety and quality of care across the continuum, with a focus on saving lives, reducing harm and improving the patient experience.

Northern Health's safety and quality improvement activities focus on delivering the Strategic Plan and Operational Business Plans, and are supported by the Northern Health Clinical Governance and Risk Frameworks, and the Northern Health Quality Improvement Methodology.

The Northern Health Quality Management System brings together the core elements that underpin how:

- Quality and Clinical Governance is determined.
- Quality services are delivered.
- Risk is managed.
- Audit – what matters is monitored.
- Our committees monitor performance of controls put in place to ensure safe patient care.

**Commitment to Child Safety at Northern Health:**

- We are committed to the safety, participation and empowerment of all children
- We are committed to the cultural safety of Aboriginal children, the cultural safety of children from a culturally and /or linguistically diverse backgrounds and to providing a safe environment for children with a disability.
- We have zero tolerance of child abuse, and all allegations and safety concerns will be treated very seriously and consistently with our robust policies and procedures
- We have legal and moral obligations to contact authorities when we are worried about a child's safety, which we follow vigorously

**Family Violence and Child Safety Statement:**

Northern Health is a child safe environment and is committed to protecting children from harm and abuse, in accordance with our legal obligations and the Child Safe Standards. Northern Health aims to identify and respond to individuals who are at risk of child abuse and family violence and we encourage victim survivors to disclose to their health professional to seek support and safety. Northern Health has zero tolerance of child abuse and family violence, and all disclosures and safety concerns will be treated sensitively in accordance with our policies and procedures.

Northern Health actively promotes the safety and wellbeing of all individuals. We recognize and respect individual rights, identities, relationships and cultures. Our aim is to foster a trauma-informed, culturally safe and child safe environment.

Northern Health is an Information Sharing Entity (ISE) and is prescribed to the Family Violence Multi-Agency Risk Assessment & Management (MARAM) Framework and the Information Sharing Schemes. Family violence and child safety training is mandatory for our staff members and volunteers.

**Essential:**

- Current National Police and Working with Children History Check.
- The Staff Immunisation Questionnaire must be completed by all new employees as part of the mandatory on-boarding process. New employees are not permitted to undertake any activity that requires patient contact prior to clearance by the Staff Immunisation Nurses; this also includes evidence of having the Flu vaccination on a yearly basis. New employees with contra-indications to vaccinations or who decline vaccination are required to attend a face to face consultation with the Immunisation Nurses for appropriate documentation of their contraindications or declination. This must be completed PRIOR to commencing any work with Northern Health.



## POSITION DESCRIPTION

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|--------------------------------|--|
| <b>Position Title:</b>         | Quality Improvement Consultant (QIC)                         |
| <b>Business Unit/Division:</b> | Mental Health Division                                       |
| <b>Award Agreement:</b>        | Victorina Public Mental Health Services Enterprise Agreement |
| <b>Classification:</b>         | NP51 or Allied Health Equivalent                             |
| <b>Employment Type:</b>        | Full Time  |
| <b>Reports to:</b>             | Director of Operations- Northern MH-Bed Based                |
| <b>Date Prepared/Updated:</b>  | Mar 2026   |

## ROLE STATEMENT

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### General Role Statement:

The role of the Quality Improvement Consultant is to contribute to the processes that guide the mental health division towards continuous improvement enabling and meeting all relevant legislative compliance, clinical and key performance targets in all aspects of service planning, management, and delivery.

The Quality Improvement Consultant's area of responsibility is to co-ordinate the quality and accreditation processes under the National Safety and Quality Health Service Standards. The key role of Quality Improvement Consultant is to coordinate the development and implementation of a program of quality and performance improvement activities across Mental Health- Bed Based services and monitor its ongoing effectiveness and relevance. The position will actively develop and promote the direction of quality improvement program and foster a culture of quality and safety within MENTAL HEALTH - BED BASED with emphasis on consumer and carer focused services and outcomes.

### This position is responsible for:

Clinical Governance:

- Understanding all relevant legislation and reporting requirements to Department of health, Office of Chief Psychiatrist and other legislated authorities.
- Put in place and monitor continuous improvement processes, systems and audits identifying and addressing gaps for improvement enabling legislative compliance, clinical and key performance targets in all aspects of service delivery.
- Coordinate quality planning activities across NWAMHS programs, disciplines and portfolios
- Ensure NWAMHS aligns with the directions and strategies of the Mental Health Division and Northern Health
- Participate in quality activities, committees and working groups within the NWAMHS, Mental Health Division and Northern Health and provide progress reports as required
- Ensure data collection, management and reporting comply with standards outlined by the Victorian Department of Health and other statutory bodies.
- Assist, lead or coordinate initiatives related to the most recent Royal Commission into Victoria's Mental Health system.
- Collaborate with key staff across the Mental Health Division to evaluate the compliance with the necessary standards and legislation.
- Identify service gaps and develop policies and guidelines to improve service provision in line with the overall objectives of the Mental Health Division.

- Develop and maintain procedures, in collaboration with Program Managers, Standard representatives and governance committees.
- Provide orientation and education to systems, processes and reporting requirements (e.g. PACE report, RCA, Morality Audits, RiskMan (VHIMS/Feedback) etc...).

#### Safety and Clinical Risk Management:

- Facilitate and support the chair of the NWAMHS Quality and NWAMHS Safety and Clinical Risk Management Committees
- Monitor and track incidents for NWAMHS identifying themes for review and improvement
- Monitor and coordinate mortality reviews and oversee data entry into mortality database
- Lead and coordinate serious incident reviews using In-Depth Case Review, RCA and/or other endorsed methodologies.

#### Accreditation:

- Lead accreditation process for NWAMHS in collaboration with Mental Health Division and Northern Health
- Ensure all standard and clinical improvement committees have a suitable mental health representative to represent mental health services
- Work with the accreditation representatives to track evidence and identify gaps for continuous improvement
- Ensure NWAMHS is prepared for short notice accreditation survey but working in collaboration with northern health standard and clinical improvement committees and other divisional quality coordinators

#### Audits:

- Develop and coordinate the use of audit and survey tools to enable service evaluation.
- Provide support to managers and teams to understand the audit process including reporting and action plans.
- Coordinate NWAMHS audit results for reporting into relevant governing committees.

#### Patient Experience:

- Informal and formal complaints and feedback systems are in place, monitored and reported to consumers, carers/family and staff
- Coordinate the stakeholder feedback processes
- Provide reports on all feedback activities in appropriate forums
- Assist in the development and monitoring of services and programs to meet consumer and carer/family needs and ensure that planning and quality activities are sensitive to those needs
- Liaise with appropriate managers and staff to ensure effective coordination of service improvement activities resulting from consumer, carer/family and staff feedback

#### Quality Improvement

- Monitor, track and report on improvement initiatives
- Collect, collate, analyse and report service activity and performance data as required to inform planning and improvement activities
- Provide expertise, coordination and support in the planning, implementation and evaluation of service improvements

**All employees:****Quality, Safety, Risk and Continuous 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 procedures
- Maintain a safe working environment for yourself, your colleagues and members of the public.
- Maintain an understanding of individual responsibility for patient safety, quality & risk as outlined in Northern Health [Clinical Governance & Patient Experience - Trusted Care](#).
- Contribute to organisational quality and safety initiatives.
- Escalate concerns regarding safety, quality & risk to appropriate staff members, if unable to rectify yourself.
- Promote and participate in the evaluation and continuous improvement processes.
- Comply with principles of Patient Centred Care.
- Comply with Northern Health's commitment to Child Safety
- Comply with Northern Health mandatory continuing professional development requirements.
- Comply with requirement of National Safety & Quality Health Service Standards and other relevant regulatory requirements.
- All employees of Northern Health must comply with the health service's Staff Health / Workforce Immunisation procedure (as amended from time to time) together with any relevant State Government and Departmental directives. This requires all employees to be vaccinated for various diseases such as, but not limited to influenza.

## KEY RESULT AREAS AND MAJOR RESPONSIBILITIES

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In partnership with the NAMH&WS Director of Operations, NAMH&WS Head of Unit, executive and all clinical services:

**Leadership:**

- Coordinate quality, safety and risk management activities for NWAMHS and the Mental Health Division
- Coordinate monthly Divisional and local quality meetings; including providing reports on serious incidents, adverse event findings, incident trends and others as required
- Coordinate performance of NWAMHS in-depth case reviews and sentinel event root cause analyses and other case review methodologies for the investigation of adverse events
- Maintain accurate records relating to NWAMHS incident investigations including documentation within the incident management system (VHIMS)
- Prepare and support NWAMHS and Mental Health Division for accreditation.

**Strategic and Project Management Leadership:**

- Utilise systems thinking: diagnoses trends, obstacles and opportunities in the internal and external environment; conceptualises and defines the systems working within the organisation and uses this knowledge to drive improvements in quality and safety

**Organisation-Wide Contribution:**

- Engage with clinicians and consumers and provides expert assistance to allow them to fulfil their quality and safety roles

- Support the investigation and rectification of adverse events, complaints and unwarranted clinical variation
- Monitor implementation and evaluation of recommendations arising from adverse event reviews
- Collaborate with the Clinical Governance Coordinator and Patient Experience Team members to collaborate in responding to incidents and feedback reported in VHIMS
- Provide guidance and training on clinical governance processes and feedback to the organisation

**Diversity and Inclusion:**

- Include all relevant key stakeholders when responding to quality and safety issues, including clinical and non-clinical staff and consumers.

**Innovation and Culture Change:**

- Build stakeholder partnerships:
- identifies issues in common for one or more stakeholders and supports building mutually beneficial partnerships
- identifies and responds to stakeholder's underlying needs
- uses understanding of the stakeholder's organisational context to ensure improved
- quality and safety outcomes are achieved
- finds innovative solutions using systems thinking,
- enables a collaborative, inter-disciplinary approach to incident review management and quality improvement initiatives.

## SELECTION CRITERIA

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**Qualifications, Registrations and Qualities:**

- Commitment to improving the way services are delivered for consumers and carers/family.
- Excellent written and verbal communication, interpersonal and presentation skills, and an ability to apply these skills to a variety of stakeholders.
- High level interpersonal, consultation and negotiation skills, including the ability to liaise effectively with a diverse range of stakeholders
- Demonstrated knowledge of service evaluation frameworks and practical implementation.
- Demonstrated experience influencing positive change in complex organizational environments.
- The ability to work autonomously and to strict deadlines as well as contributing effectively as a team member within a multidisciplinary team environment.
- Ability to work collaboratively with a wide range of people.
- Demonstrated ability to initiate and drive processes/projects to their completion.
- Highly developed organizational, time management, problem solving and conflict resolution skills.
- Demonstrated analytical and conceptual skills
- Ability to review and analyse quantitative and qualitative data and compile appropriate reports
- Understanding of the application of quality principles and accreditation processes in mental health services
- Understanding of the Mental Health Act
- Demonstrated Microsoft Office proficiency, particularly Excel
- Current National Police and Working with Children History Check.
- The Staff Immunisation Questionnaire must be completed by all new employees as part of the mandatory on-boarding process. New employees are not permitted to undertake any activity that requires patient contact prior to clearance by the Staff Immunisation Nurses; this also includes

evidence of having the Flu vaccination on a yearly basis. New employees with contra-indications to vaccinations or who decline vaccination are required to attend a face to face consultation with the Immunisation Nurses for appropriate documentation of their contraindications or declination. This must be completed PRIOR to commencing any work with Northern Health.

### Experience, Knowledge, Skills and Behaviours

- Extensive experience within Mental Health service systems.
- Registration with relevant professional association and/or board.
- Div 1 nurse: Bachelor Degree in Psychiatric/Mental Health Nursing or equivalent, or, Bachelor Degree in Nursing plus a Postgraduate qualification in Psychiatric/Mental Health Nursing recognised by the Nurses Board of Victoria.
- Occupational Therapists - Registration with the Occupational Therapy Board of Australia and an approved Degree from a recognised school of Occupational Therapy or other qualifications approved for eligibility for membership of the Australian Association of Occupational Therapy (Vic.)
- Social Workers - An approved degree in Social Work and eligibility for membership of the Australian Association of Social Workers
- Psychologists – Registration under the Health Professions Registration Act 2005 (Vic), possession of a Master's or Doctoral degree in clinical psychology and eligibility for membership of the A.P.S. College of Clinical Psychologists (Practice endorsement as a Clinical Psychologist with the Psychology Board of Australia)
- Other non-clinical qualifications relevant to quality and safety will also be considered

#### Employee Declaration

I  have read, understood and accept the above Position Description.

(Please print name)

Signature:

Date:

