

ORGANISATIONAL OVERVIEW

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
- Noogal Clinic
- Kilmore District Health
- Women's Health Hub and,
- 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 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

Position Title:	Safety Lead—Quality, Safety and Patient Experience
Business Unit/Division:	Transformation, Quality and Safety Directorate/Quality, Safety and Patient Experience
Award Agreement:	Nurses and Midwives (Victorian Public Sector) (Single Interest Employers) Enterprise Agreement 2020-2024 (or similar award)
Classification:	ZA8 (or equivalent)
Employment Type:	0.5
Reports to:	Director, Quality, Safety and Patient Experience
Date Prepared/Updated:	January 2025

ROLE STATEMENT

General Role Statement:

The Safety Lead—Quality, Safety and Patient Experience will work to ensure Northern Health is compliant with [Health Legislation Amendment \(Quality and Safety\) Act 2022](#) namely, [Victorian Duty of Candour Guidelines](#) (October 2022). The role will support open disclosure, and obligations identifying and implementing processes to undertake the Statutory Duty of Candour (SDC), following a Serious Adverse Patient Safety Event (SAPSE). Crucially, the Safety Lead will steer changes, supporting clinicians to meet these requirements.

The Safety Lead is a key member of the Quality, Safety and Patient Experience, striving for excellence in patient experience and consumer participation in line with Northern Health's Strategic Plan.

The role will support Northern Health to provide patient-centred care, create a just and transparent culture, and comply with mandatory and legislated requirements to undertake SDC.

This position is responsible for:

- Developing processes that support clinicians to undertake open disclosure in accordance with [The Australian Open Disclosure Framework](#) and requirements of the SDC legislation.
- Facilitating open disclosure for adverse events deemed as SAPSE.
- Implementing systems and processes to manage and document the requirements of SDC.
- Leading communication between patients, families and carers and clinicians throughout the SDC process.
- Gathering all SDC information and analysing data for reporting purposes.
- Assisting quality and safety colleagues with adverse event/serious incident investigations and reviews.
- Enhancing communication between Quality Safety and Patient Experience Teams.
- Educating the organisation on SDC responsibilities
- Promulgation of relevant data as necessitated.

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

Leadership:

- Work with key stakeholders to deliver on SDC provisions.
- Develop and maintain relationships with wide-ranging stakeholders and agencies.
- Demonstrate high-level communication skills within Transformation, Quality and Safety Directorate.
- Demonstrate high level understanding of healthcare system and impacts of adverse events on patients, families, consumers and our staff.
- Identify and communicate any statutory issues to our Legal Service as they present.

Strategic and Project Management Leadership:

- Appreciation of data and its ability to influence.
- Assist with developing, coordinating and implementing patient experience initiatives.
- Actively contribute to ongoing advancement of our clinical governance framework and the performance management system considering intersection with SDC.

Organisation-Wide Contribution:

- Coordinate, attend and record SDC meetings where required.
- Review and refine associated Northern Health policies and procedures.
- Recognise situations through early intervention and facilitate a team approach to management of patients, families and consumer concerns.
- Report writing and presentation of data analysis of SDC themes to committees and staff.

Diversity and Inclusion:

- Demonstrate high level understanding of, and sensitivity to, ethical and multicultural issues.
- Analyse quantitative and qualitative feedback data for key themes and opportunities for improvement relevant to the needs of our community.

Innovation and Culture Change:

- Build stakeholder partnerships with a collaborative, interdisciplinary approach to patient experience, consumer participation and quality improvement initiatives.
- Adapt SDC resources provided by Safer Care Victoria to meet needs of Northern Health.

SELECTION CRITERIA

Qualifications, Registrations and Qualities:

- Graduate qualifications in a relevant discipline, health services management or other relevant qualification(s).
- Experience in health care environment with an understanding of the relationship between quality, safety and patient experience.
- Exemplary written and verbal communication, interpersonal and presentation skills — and an ability to apply these to a cross-section of stakeholders.
- Experience developing and implementing systems and processes to improve patient safety.
- High level knowledge of clinical risk management.
- Experience coordinating the review of serious adverse patient safety events.
- Proven ability to analyse and use data and information for improvement.
- Proficient VHIMS skills.
- Knowledge of open disclosure and genesis of SDC.
- Commitment to work to our values — Safe, Kind and Together

Experience:

- Demonstrated understanding of multidisciplinary practice, including the dynamic interaction of acute, subacute and community healthcare.
- Demonstrated understanding of regulatory, policy and organisational frameworks supporting health in Victoria.

Knowledge, Skills and Behaviours:

- Compassionate and ability to connect with others (skilled at understanding a situation from another person’s perspective and reacts with compassion).
- Ability to apply system-wide lens for problem solving and issue management.
- Self-motivated with capacity to work independently.
- Commitment to personal and professional development.
- Personal resilience.
- Meeting and exceeding customer expectations.
- Ability to manage time effectively and prioritise tasks.

<u>Employee Declaration</u>									
I		have read, understood and accept the above Position Description.							
	(Please print name)								
Signature:		Date:	<table style="display: inline-table; border-collapse: collapse;"> <tr> <td style="border: 1px solid black; width: 20px; height: 20px;"></td> <td style="border: 1px solid black; width: 20px; height: 20px;"></td> <td style="border: 1px solid black; width: 20px; height: 20px;"></td> <td style="border: 1px solid black; width: 20px; height: 20px;"></td> <td style="border: 1px solid black; width: 20px; height: 20px;"></td> <td style="border: 1px solid black; width: 20px; height: 20px;"></td> </tr> </table>						