



Swan Hill
District Health
my hospital

Innovation and Care Improvement Coordinator

Maternity Leave Position (0.6 EFT)

Are you someone who wants to make a difference to quality, safety, effectiveness and efficiency at Swan Hill District Health – not only for patients but for everyone involved? Then this role might be for you!

We want to hear from you if you are...



Adaptable

Adaptable – you are flexible to change and pivot direction when need be. You are patient, level-headed, and cool under pressure



Passionate

Passionate – you are optimistic and resilient, and persevere for what you truly believe in.



Authentic

Authentic – you are self-aware and act with confidence and integrity



Inspired

Inspired – you are a natural at teaching others and relish in seeing those around you grow and succeed.



Mindful

Mindful – you are aware of your surroundings and navigate situations strategically.



Disruptive

Disruptive – you challenge the status quo, you ask why and try to make sense of complex situations.



Creative

Creative – you think outside the box and approach problems with optimism.



Resilient

Resilient – you seek to learn from what doesn't go to plan, reflect upon mistakes and view these as opportunities to improve.



Inquisitive

Inquisitive – you have a thirst for knowledge and are an active learner



Social

Social – you love building relationships with people of all levels and vocations. You treat everyone with respect and embrace diversity. You can explain just about anything to anyone, and you're comfortable communicating in writing, on the phone and in person.

For more information please contact Julie McQueen on P: (03) 5033 9317 or E: jmcqueen@shdh.org.au



Position:	Innovation and Care Improvement Coordinator
Classification:	Depending on role experience and qualifications HS3
Reports to:	Manager, Quality and Risk
Position Summary:	<p>Innovation and Care Improvement Coordinator will lead and coordinate the DHHS funded 'Improvement and Innovation Program' at Swan Hill District Health.</p> <p>The aim of this role is to lead system level improvement and innovation by building capability at Swan Hill District Health to create, scale and embed significant health system improvements and innovations.</p> <p>The role will support the Quality and Risk Unit.</p>
Responsibilities:	<ul style="list-style-type: none"> • Support Swan Hill District Health to strategically approach improvement and innovation • Build workforce and organizational improvement capability • Support the implementation of statewide improvement priorities as identified by Safer Care Victoria • Guide Swan Hill District Health to identify, prioritise, implement and govern improvements, sustain the benefits and continuously improve. • Contribute to spreading, scaling and embedding improvements and innovations across Swan Hill District Health and other health Services • Collaborate with other Victorian Health Services through coaching and sharing knowledge, learnings, experience and expertise for the benefit of the broader health system. • Attend and participate in Safer Care Victoria and Better Care Victoria events (this will involve travel to Melbourne) • Provide support to the Quality and Risk department at Swan Hill District Health. • Participate in the coordination and completion of mandated reporting tools.
Key Selection Criteria:	<p>Essential Criteria</p> <ul style="list-style-type: none"> • Tertiary qualification/s in a relevant discipline. • Demonstrated experience conducting complex projects using recognised improvement and innovation methodologies & and tools, preferably in a healthcare setting. • Experience collecting, analysing and interpreting data, preferably in a healthcare setting • Experience managing change, using proven change management methods and approaches, preferably in a healthcare setting • Experience in leading and working in teams using exemplary communication skills (written and verbal) • High level information technology / computing skills in order to report and present information to others in a professional, user-friendly format. <p>Desirable Criteria</p> <ul style="list-style-type: none"> • Specific experience and knowledge of using improvement and innovation methodologies (eg. PDSA cycles, LEAN theory, Six Sigma etc.) & and tools (eg. 5 Whys, Fishbone, Histograms etc.). • Understanding of health systems in Victoria and Australia wide to

	provide experience and examples of opportunities for change/improvement.
Salary/Award:	Salary in accordance with Health and Allied Services, Managers and Administrative Officers Agreement 2016-2020.
Infection Control:	<ul style="list-style-type: none"> • Each staff member has a responsibility to minimize exposure to incidents of infection/cross infection of patients, clients, residents, staff, visitors and the general public. • The risk minimization strategies are to be supported by all staff adhering to the Infection Control Manual policies, protocols, procedures and guidelines.
Continuous Quality Improvement:	<ul style="list-style-type: none"> • Each staff member is expected to demonstrate a commitment to best practice. • All staff shall take responsibility for their own practice and share responsibility for creating and maintaining a system that provides safe, high quality health care. • All staff will participate in quality improvement activities aimed at improving patient outcomes and maintaining accreditation standards. • It is the responsibility of every staff member to be familiar with Health Service-wide and specific Department Policies & Protocols.
Person Centered Care:	The Health Service supports in its values the philosophy of Person Centered Care to ensure all people, including health service providers, clients, their carers and family members are respectfully cared for and encouraged to participate in the provision of quality health care.
Just Culture:	All staff are expected to support a Just Culture in which reporting is actively encouraged, with an emphasis on learning from issues that arise as opposed to blaming those involved.
Hardwiring for Excellence Values - Standards of Behaviour	SHDH strategic direction has a specific focus on developing strong leaders by improving communication and accountability across the continuum. In line with the SHDH Organisational Values and Standards of Behaviour Charter 2017, staff is expected to align and demonstrate these behaviours, not 'sometimes' but 'always' so as to create and maintain a culture of high performance.
Privacy and Confidentiality:	SHDH are committed to protecting patient and staff privacy and confidentiality, as it is an important aspect of our commitment to providing high quality services. In accordance to both the Health Records Act and the Information Privacy Act, information should only be used and disclosed for the primary purpose of its collection. Each employee has a responsibility to adhere to SHDH's Privacy and Confidentiality Policy, as it is a condition of employment. Any breach of the rules of privacy and/or confidentiality relating to health service business, patients or medical records will result in disciplinary action.
Mandatory Training:	All employees must be aware of and complete designated mandatory and required training within the required time frame.
Safety:	RESPONSIBILITIES: It is the responsibility of every staff member to: <ul style="list-style-type: none"> • Take reasonable care for your safety and the safety of others while at work. • Report accidents, incidents and potential hazards as soon as reasonably practicable to your supervisor and record on VHIMS reporting system. • Advise your supervisor if you have an injury or illness that may affect your ability to perform the inherent requirements of your position.

	<ul style="list-style-type: none"> • Be familiar with emergency and evacuation procedures as detailed in the Emergency Procedures Manual. • Complete all Mandatory training requirements as identified and directed. • Comply with the Occupational Health and Safety Act and all SHDH O.H. & S. online Policies and Procedures.
Review:	Completion of My Work Plan on an annual basis.
Date Written	July 2010
Reviewed:	November 2017 June 2018
Managers Name:	Julie McQueen
Managers Signature:	
Employees Name:	
Employees Signature:	



The Application for Employment form is required to be submitted with the following documents:

- Covering letter in support of application
- Response to Key Selection Criteria
- Applicants Curriculum Vitae

Position Applying for	
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General Information

Name			
Address			
Contact	<u>Home phone</u>	<u>Mobile</u>	<u>Email</u>

Are you of Aboriginal/Torres Strait Islander Origin? No Aboriginal Torres Strait Islander
(This question is voluntary)

Do you wish to be identified under this category? Yes No

Are you an Australian Citizen or Permanent Resident: Yes No Date of Grant/...../.....

If no, what is your current Visa Status – Visa type _____ Expiry date/...../.....

Place/Country of issue: _____ Issue Number : _____

Do you require sponsorship? Yes No

Where did you hear about the position you are applying for?

Newspaper Internet Swan Hill District Health Website

Conditions of Employment

Employment conditions are governed by the relevant Public Sector Health Industry Awards and EBAs relevant to the position applied for:

Initial employment is casual / relieving unless otherwise indicated.

- 6 months probationary period (*with a review at 3 months.*)
- Requirement to work any shift
- Requirement to work in any department (rotation)

Hours of Work – SHDH operates on a 24 hour, 7 day week, 3 shift basis, and you may be called upon to work/relieve on any of these shifts. If you are unable to work any of the shifts, please indicate below:

Unavailable to work: _____

Normal hours of work are 40 in each week worked on an ADO each month. This is only applicable to Full Time employees. Part time employees will have a minimum hours set but may be called upon to work up to 38 hours per week at normal pay.

Police and Working with Children Checks

Satisfactory Police Checks, and in some areas, Working with Children Checks are mandatory at the point of employment.

If you have a current Police Check and/or Working with Children Check, please show the check identifying numbers and the date of issue: _____

Upon engagement, you will be required to provide the necessary information to complete a Check. Please note that it is a condition of employment that you maintain a current satisfactory Police Check and, if required, Working with Children Check.

Pre-existing Health and Injury Declaration

Swan Hill District Health (SHDH) is committed to achieving a safe working environment for all employees. As part of this, it is our objective to ensure potential employees are not required to work in duties that they are not able to perform safely. As part of the application process for employment with SHDH, we request you to disclose any pre-existing injury or disease which may be adversely affected by the performance of the inherent requirements of the position you have applied for – as described in the Position Description for the position.

Pursuant to S.41 (1) and (2) of the *Workplace Injury Rehabilitation and Compensation Act 2013*, you are required to disclose to SHDH any pre-existing injury or disease that you have suffered of which you are aware, and could reasonably be expected to foresee, could be affected by the nature of this proposed employment.

Failure to make a disclosure, or the making of a false or misleading disclosure, would disentitle you to compensation pursuant to the *Workplace Injury Rehabilitation and Compensation Act 2013* should you suffer any reoccurrence, aggravation, acceleration, exacerbation or deterioration of your pre-existing injury or disease arising out of, or in the course of, or due to the nature of with SHDH. SHDH will rely upon any failure to disclose in accordance with the provisions of the *Workplace Injury Rehabilitation and Compensation Act 2013* as grounds for denying compensation in accordance with S.41 (1) and (2).

Should any alteration, change or rearrangement be necessary to enable you to carry out the inherent requirements of the position, we also request that you disclose these requirements. SHDH is an equal opportunity employer and will arrange any reasonable adjustment to enable a person with a disability to perform the inherent requirements of the position and therefore compete equally with other applicants for this position. Please disclose in the place below any pre-existing injury or diseases that you suffer from, or have suffered from, which could be affected by the nature of your proposed employment with Swan Hill District Health.

Disclosure advice:- (to be completed by the applicant)

I confirm that I have read and understood the contents of the above information and state that I have disclosed all relevant information in relation to my health and physical ability to carry out the inherent requirements of this position.

Signature of applicant: _____ Date:/...../.....

NOTE: If providing this form electronically, you accept that the information is true and correct by the action of submitting the form. You will be requested to sign the printed version at your interview if you are selected.

Enquiries:

Email address: employment@shdh.org.au

Phone: 03 50339315

Postal Address: PO Box 483 SWAN HILL VIC 3585