



Swan Hill
District Health



Inclusive

Compassionate

Progressive

Accountable

Innovation and Care Improvement Coordinator Full Time

Swan Hill District Health is seeking an enthusiastic, highly motivated suitably qualified and experienced person to drive organizational innovation and improvement. The position supports strategic implementation of innovation through an improvement science methodology. The person would work with staff on capital redevelopment works and other new innovations to support sustainable change across the organization.

Preferred qualifications for this role are a graduate degree in a health care profession with a post graduate qualification that applies itself to innovation and improvement concepts. An understanding of Improvement Science and Change Process and experience working with teams is essential.

What we offer:

Work/life balance is what you get working at Swan Hill District Health and only 3.5 hours from Melbourne. As well as lifestyle comes:

- ✓ A professional, committed workforce and welcoming community
- ✓ Variety in work across all clinical areas with both inpatients and outpatients and a sense of achievement
- ✓ Ability to work within minutes from home. No more commuting
- ✓ A relaxed regional lifestyle with affordable housing, entertainment and education

After More Info?

For more information on this role please contact our Director of Clinical Care, Mrs. Chloe Keogh on (03) 5033 9250 or email ckeogh@shdh.org.au.

Applications including the names of three referees, an Application for employment form CV and cover letter addressing the Key Selection Criteria should be forwarded to:
employment@shdh.org.au.

Applications will only be accepted if they address the Key Selection Criteria and include an APPLICATION FOR EMPLOYMENT FORM. Email applications are preferred.

Closing date: 30 July 2021

Aboriginal and Torres Strait Islander people are encouraged to apply



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Position:	Innovation and Care Improvement Coordinator
Classification:	Depending on role experience and qualifications
Department:	Nursing
Reports to:	Director of Clinical Care
Position Summary:	The purpose of the position is to successfully facilitate the management of priority improvement initiatives at Swan Hill District Health (SHDH) ensuring maximum value is realised from each area of work. This will involve building improvement and innovation capability across the health service and supporting staff to gain a greater understanding of the application of redesign and lean principles.
Responsibilities:	<ul style="list-style-type: none"> • Support SHDH to strategically approach improvement and innovation • Support the implementation of statewide improvement priorities as identified by Safer Care Victoria • Attend and participate in Safer Care Victoria and Better Care Victoria events (this may/will involve travel to Melbourne) • Collaborate with other Victorian Health Services through coaching and sharing knowledge, learnings, experience and expertise for the benefit of the broader health system. • Contribute to spreading, scaling and embedding improvements and innovations across SHDH and other health services within our Sub Regional catchment • Actively participate in the broader activities of strategic planning, quality and service redesign including working in a multi-disciplinary capacity with services across the organisation. • Facilitate collaborative relationships between SHDH staff so that they can share ideas, innovations and skill sets in order to deliver better workplace outcomes • Keep abreast of new and emerging trends to ensure SHDH's improvement program is at the forefront of modern methodology • Support senior management and local staff groups regarding change implementation through the development and use of robust processes. • Engage with health service staff to identify opportunities for improvement/ innovation and assist them to quantify the issues, scope the project and develop sustainable options that will deliver better and more reliable outcomes for patients and staff. • Facilitate health service staff to successfully implement improvement projects through the development and implementation of appropriate tools and processes. • Key participant in the annual completion of the OSIM tool (Organisational Strategy for Improvement Matrix) used by all health services participating in the Improvement and Innovation Program to identify organisational strengths and areas for development and develop and annual improvement and innovation plan.
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 science and innovation methodologies and tools, preferably in a healthcare setting. • Experience collecting, analysing and interpreting data in a healthcare setting • Experience managing change, using proven change management

	<p>methods and approaches.</p> <ul style="list-style-type: none"> • Experience in group facilitation and evidence of ability in leading and working in teams using exemplary communication skills (written and verbal) • Drive and enthusiasm to overcome barriers and set backs • Demonstrated ability to consult and negotiate with internal and external stakeholders • Ability to promote a dynamic and positive environment • 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"> • Completion of Improvement Science Training • Specific experience and knowledge of using improvement science and innovation methodologies (e.g. 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:	Nurses and Midwives (Victorian Public Health Sector) Single Interest Employer Agreement 2016-2020 or equivalent Allied Health EBA Health and Allied Services, Managers and Administration Officers Agreement
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:	<p>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.</p> <p>Recognise diversity is part of every person & as such providers of health care must be actively involved in developing models of care that are person centered.</p>
Our Purpose:	<p>Connected Care / Best Experience</p> <p>SHDH commits to meet the growing health care needs of our community through our new vision to provide better connected care and to achieve the best care experience.</p>
Privacy and Confidentiality:	<p>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.</p> <p>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.</p>
Mandatory Training:	All employees must be aware of and complete designated mandatory training within the required time frame.
Safety:	<p>RESPONSIBILITIES: It is the responsibility of every staff member to:</p> <ul style="list-style-type: none"> • Take reasonable care for your safety and the safety of others while at

	<p>work.</p> <ul style="list-style-type: none"> • 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. • 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.
Asset Management:	Staff with asset management responsibilities are required to adhere to the Asset Management Policy and Protocols.
Review:	Completion of My Work Plan on a yearly basis.
Previous Revision dates:	July 2010, November 2017, June 2018
Current:	May 2021
Managers Name:	April McKenzie
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

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 subject to:

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

Hours of Work – _____ (Availability)

Discipline/Misconduct

Have you experienced discipline or misconduct action at any previous employment? Yes No

If **Yes**, please provide details:

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