



**Swan Hill  
District Health**  
Connected Care. Best Experience.



*Inclusive*

*Compassionate*

*Progressive*

*Accountable*

## **Quality, Experience & Safety Project Officer**

### **Negotiable employment terms - Job share options available**

0.4 FTE Available (16 Hours per week)

Swan Hill District Health are seeking a suitably qualified and experienced health care professional to drive innovation and improvement.

The Quality, Experience & Safety Project Officer is responsible for:

- The specific requirements of this position are to manage a range of project and innovation tasks, including project establishment and planning, project scope and readiness assessment and implementation and business as usual processes.
- Managing the progress, quality, risks and issues inclusive of clinical projects to organisational standards
- Ensuring projects are completed on time, on budget and to quality standards within the agreed scope.

This opportunity is ideal for someone interested in working across SHDH teams in improvement and innovation, assisting to implement change and using Improvement and Innovation methodologies.

#### **About You:**

- Post Graduate Degree in Health Care preferred however not essential
- Further learning in innovation and improvement concepts however this is not essential
- An understanding of improvement science, change processes
- Proven experience working with teams is essential
- Current National Police Check & Working with Children's Check
- Complete COVID Vaccinations & 2022 Flu Vaccination, Serology evidence of immunisation status

**About us:** Swan Hill District Health is a 143 bed (including Aged Care), fully integrated rural public health facility servicing a greater community of around 35,000 people. Our vision at, Swan Hill District Health, is to provide clear, connected care, best experience for our community

SHDH is a compassionate, family friendly employer where every employee is a valued team member. Inclusive of a perfect work/life balance, SHDH also provides:

- ◆A dynamic workplace
- ◆Discounted Corporate gym memberships
- ◆Free onsite car parking
- ◆Professional Development opportunities
- ◆Salary Sacrifice/Packaging
- ◆Employee Assistance Program

**Applications** can be completed online at <https://www.shdh.org.au/employment/vacancies/> or emailed to [employment@shdh.org.au](mailto:employment@shdh.org.au). Complete application will include:

- Complete Application for Employment form
- Cover letter & Resume CV and
- Response to the key selection criteria

**Enquiries** about this role should be directed to Director Quality, Experience and Safety Manager – Jonathan Sparrow via email [JSparrow@shdh.org.au](mailto:JSparrow@shdh.org.au) or Executive Director of Clinical Care - Chloe Keogh via email [ckeogh@shdh.org.au](mailto:ckeogh@shdh.org.au)

The ongoing nature of the role is dependent on recurrent funding.

*Swan Hill District Health is an equal opportunity employer committed to diversity and inclusion. We welcome applications from Aboriginal and Torres Strait Islander people, people with diverse cultural and linguistic backgrounds and people with disability.*

<b>Position</b>	<b>Quality, Experience &amp; Safety Project Officer</b>
<b>Classification</b>	Depending on role experience and qualifications
<b>Department</b>	Quality, Experience & Safety
<b>Reports to</b>	Director of Quality, Experience & Safety
<b>Our Purpose</b>	<b>Connected Care / Best Experience</b> - 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.
<b>Position Summary</b>	<ul style="list-style-type: none"> <li>The Quality, Experience &amp; Safety Project Officer will lead and coordinate the DHHS funded 'Improvement and Innovation Program' at Swan Hill District Health.</li> <li>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.</li> <li>The role will support the Quality, Experience &amp; Safety Unit.</li> </ul>
<b>Responsibilities</b>	<ul style="list-style-type: none"> <li>Support Swan Hill District Health to strategically approach improvement and innovation.</li> <li>Provide a range of project management and support services, including preparation of reports and briefs, coordinating resources, maintaining project documentation and implementing and monitoring project plans, to ensure project outcomes are achieved on time, on budget, to quality standards and within agreed scope, in line with established agency project management methodology.</li> <li>Prepare and maintain project documentation for reporting, monitoring and evaluation purposes to ensure accessibility of quality information and contribute to the achievement of project outcomes.</li> <li>Communicate with key stakeholders and coordinate working groups, committees and consultations to facilitate exchange of information and support project completion in line with project plans.</li> <li>Support the implementation of statewide improvement priorities as identified by Safer Care Victoria.</li> <li>Contribute to spreading, scaling and embedding improvements and innovations across Swan Hill District Health.</li> <li>Collaborate with other Victorian Health Services through coaching and sharing knowledge, learnings, experience and expertise for the benefit of the broader health system.</li> <li>Participate 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.</li> <li>Source, collate and compile data and information to identify emerging issues and track and report on project progress against established milestones and deliverables.</li> <li>Undertake research and analysis, identifying trends and preparing project briefs, to support informed decision-making and planning.</li> </ul>
<b>Key Selection Criteria</b>	<b>Essential Criteria</b> <ul style="list-style-type: none"> <li>Tertiary qualification/s in a relevant discipline.</li> <li>Be able to demonstrated experience in conducting projects using recognised improvement and innovation methodologies &amp; and tools, preferably in a healthcare setting.</li> </ul>

	<ul style="list-style-type: none"> <li>• Be able to demonstrated experience in collecting, analysing and interpreting data, preferably in a healthcare setting.</li> <li>• Be able to demonstrated experience a high level of problem-solving skills and be able to complete desired solutions in a timely manner.</li> <li>• Be able to demonstrated experience in influencing teams in completing the task and adhering to schedules, standards within projects.</li> <li>• Be flexible to changing environments and issues.</li> <li>• Experience managing change, using proven change management methods and approaches, preferably in a healthcare setting.</li> <li>• Experience in leading and working in teams using exemplary communication skills (written and verbal).</li> <li>• High level information technology / computing skills in order to report and present information to others in a professional, user-friendly format.</li> <li>• Current National Police Record Check.</li> <li>• Current "Working with Children Permit".</li> <li>• Evidence of immunisation records/history as part of the Health Services Act 1988, 2020 Amendment (Mandatory Vaccination of Healthcare Workers), through either documentation or copy of serology report. It is required that there is immunization for all vaccine preventable illnesses.</li> </ul> <p><b>Desirable Criteria</b></p> <ul style="list-style-type: none"> <li>• Completion of Improvement Science Training.</li> <li>• Specific experience and knowledge of using improvement science and innovation methodologies (eg. PDSA cycles, LEAN theory, Six Sigma etc.) &amp; and tools (eg. 5 Whys, Fishbone, Histograms etc.).</li> <li>• Understanding of health systems in Victoria and Australia wide to provide experience and examples of opportunities for change/improvement.</li> </ul>
<b>Salary/Award</b>	Nurses and Midwives (Victorian Public Health Sector) Single Interest Employer Agreement 2021-2024 or equivalent Allied Health EBA Health and Allied Services, Managers and Administration Officers Agreement.
<b>Continuous Quality Improvement</b>	<ul style="list-style-type: none"> <li>• Each staff member is expected to demonstrate a commitment to best practice.</li> <li>• 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.</li> <li>• All staff will participate in quality improvement activities aimed at improving patient outcomes and maintaining accreditation standards.</li> <li>• It is the responsibility of every staff member to be familiar with Health Service-wide and specific Department Policies &amp; Protocols.</li> </ul>
<b>Person Centered Care:</b>	<ul style="list-style-type: none"> <li>• 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.</li> <li>• Recognise diversity is part of every person &amp; as such providers of health care must be actively involved in developing models of care that are person centered.</li> </ul>
<b>Child Safety:</b>	<p>Each employee has a responsibility to adhere to the following statements:</p> <ol style="list-style-type: none"> <li>1. All children have the right to feel and be safe. SHDH is committed to providing a child safe environment where children are safe and feel safe, and where their voices are heard about the decisions that affect them. Keeping children safe is everyone's responsibility and you must support that concept</li> <li>2. SHDH have zero tolerance to child abuse.</li> </ol> <p>Any breach of this standard will result in disciplinary action.</p>
<b>Our Purpose:</b>	<b>Connected Care / Best Experience</b> 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.
<b>Privacy and Confidentiality:</b>	<ul style="list-style-type: none"> <li>• 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.</li> <li>• Each employee has a responsibility to adhere to SHDH's Privacy and Confidentiality Policy, as it is a condition of employment.</li> <li>• Any breach of the rules of privacy and/or confidentiality relating to health service business, patients or medical records will result in disciplinary action.</li> </ul>
<b>Mandatory Training:</b>	All employees must be aware of and complete designated mandatory training within the required time frame.
<b>Safety:</b>	<b>RESPONSIBILITIES:</b> <b>It is the responsibility of every staff member to:</b> <ul style="list-style-type: none"> <li>• Take reasonable care for their safety and the safety of others while at work.</li> <li>• Report accidents, incidents and potential hazards as soon as reasonably practicable to their supervisor and record on VHIMS reporting system.</li> <li>• Advise their supervisor if they have an injury or illness that may affect their ability to perform the inherent requirements of their position.</li> <li>• Be familiar with emergency and evacuation procedures as detailed in the Emergency Procedures Manual.</li> <li>• Complete all mandatory training requirements as identified and directed.</li> <li>• Comply with the Occupational Health and Safety Act and all SHDH O.H. &amp; S. online Policies and Procedures.</li> </ul>
<b>Asset Management:</b>	Staff with asset management responsibilities are required to adhere to the Asset Management Policy and Protocols.
<b>Review:</b>	Completion of My Work Plan on a yearly basis.
<b>Previous Revision dates:</b>	Nil
<b>Current:</b>	Dec 22
<b>Managers Name:</b>	Jonathan Sparrow
<b>Managers Signature:</b>	
<b>Employees Name:</b>	
<b>Employees Signature:</b>	



<b>Position Applying for:</b>	
<b>How did you hear about this vacancy?</b>	<input type="checkbox"/> Current Employee <input type="checkbox"/> Word of mouth <input type="checkbox"/> Newspaper Ad <input type="checkbox"/> Radio Ad <input type="checkbox"/> Seek <input type="checkbox"/> Search engine <input type="checkbox"/> Social Media <input type="checkbox"/> SHDH website <input type="checkbox"/> Other, please specify.....

<b>First name:</b>		<b>Last Name:</b>	
<b>Date of birth:</b>		<b>Country of birth:</b>	
<b>Postal Address:</b>			
<b>Contact</b>	<b><u>Phone</u></b>	<b><u>Email</u></b>	

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

**PLEASE ATTACH VISA DETAILS AND/OR STATUS INFORMATION WITH YOUR APPLICATION**

### 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** –    ☐ Full Time    ☐ Part time    ☐ Casual    ☐ Fixed Term

Alternatively, please state availability:

### Discipline/Misconduct

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

If **Yes**, please provide details:

## Police Check & Working with Children Checks

Satisfactory Police Checks, and in some areas, Working with Children Checks are mandatory at the point of employment. It is a condition of employment that you maintain a current satisfactory Police Check and, if required, Working with Children Check.

### Do you have a current Police Check?

☐ Yes (please provide) ☐ No, but I am willing to get one if my application is successful.

### Do you have a current Employee Working with Children Check?

☐ Yes (please provide) ☐ No, but I am willing to get one if my application is successful.

## Pre-existing Health & 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:** ...../...../.....

**Enquiries can be directed to:** Recruitment Services P: 03 5033 9499, E: [employment@shdh.org.au](mailto:employment@shdh.org.au)

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
- ☐ Resume
- ☐ Qualification evidence or supporting documentation
- ☐ Visa Detail (if relevant)