

Position Description

Quality & Safety Lead

Our Vision

To be a mental health provider of first choice

Our Mission

To help people find a place of standing, hope, recovery and wellness

Core Values

Faith – to promote God as a pathway to wellness

Grace – every person is worthy of another of another opportunity

Hope – every person has value, potential and new possibilities

Love – being professional and showing respect in relationships

Integrity – practise accountability in relationship

Role, Purpose and Scope of Role

The Quality & Safety Lead provides strategic leadership, expertise, direction & accountability for effective integrated Q&R management systems and processes that result in continuous quality improvement, increased client safety, managed risk & a culture of excellence - ensuring managers own & imbed Q&R systems into their operational practice.

They will enable best practice planning, implementation & reporting on consumer participation, clinical risk mgt., IPC, privacy and contractual compliance with the aim of improving performance & capability, enabling responses to current & coming challenges & addressing complexities in delivering high standard quality care

Implement quality systems for clinical practice, ensuring compliance with Health & Disability and other regulatory standards is applied & reviewed/audited regularly – as well coordinating external review.

They will support: - policy development & review; H&S systems through the Quality lens; incident management, including serious /sentinel events and oversee the management of complaints.

Service Context

SST operates a range of community mental health services – Residential (Youth, Acute Respite, Planned Peer Led Respite, Adult Residential (Moderate to long-term care) and Community (Adult CSW, Youth CSW, Youth Mobile, Mobile Medications, COPMIA).

All these services have legislative and regulatory accountability especially around medications management and service quality affecting tangata whaiora (TW) wellbeing.

This role will work with Services Managers & Team Leaders to ensure tangata whaiora received quality care through quality practices while with us.

A Job Description is a broad, general, and written statement of a specific job. It generally includes duties, purpose, responsibilities, scope, and working conditions of a job along with the job's title, and the name or designation of the person to whom the employee reports.

Key Relationships

Accountable to

- CEO
Regular communication to receive and give advice/feedback around the quality and safety needs of the organisation and it's service users

Delegated authorities

Financial – Budget & Expenditure limits

N/A

Human resources

N/A

Internal Relationships

Interactions **within** SST

The purpose and frequency of these interactions

Senior Management Group

- As required to receive and give advice/feedback around the organisational and services functional needs

Services Manager

- To receive and give advice/feedback around the functional needs of the service

Team Leaders

- Working with them to monitor and improve service quality

Other Staff

- As required to assist resolve issues

External Relationships

Interactions **outside** of SST

The purpose and frequency of these interactions

Other Health Professionals

- As required DHB/ROG Coord., Service/Case Managers, Pharmacy, Allied Health Professionals, other community agency staff.

Relevant Regulatory Agencies

- As required e.g. Police, MOH, DHB, ACC

Professional Networks

- Participate in networking and collaborative, interagency activities

Family / Whanau

- To support staff and TW maximise their stay and assist resolve issues

Other Duties

Notwithstanding any respective definition or classification of employment, the employee may be required to undertake other lawfully permitted duties.

Key Result Areas

1 Model of Care, Policies and Procedure

Key Measurement Criteria		Performance Measure	
1.1	Commitment to working within the framework of SST, its vision, mission and values	1.1	Demonstrate alignment & outworking of the vision, mission and values
1.2	SST policies & procedures are adhered to	1.2	Policy and procedures adhered to
1.3	Ensure the practice & routines of the service reflect the stated model of service delivery	1.3	Adherence to best practice standards are reflected in TW management plans and service reports

2 Cultural Safety

Key Measurement Criteria		Performance Measure	
2.1	Commitment to the principles of the Treaty of Waitangi relevant to SST	2.1	Demonstrate within the workplace the practical knowledge and application of the principles of the Treaty of Waitangi
2.2	Clients & staff receive care & respect without discrimination on the basis of race, culture, religion, health, sexual orientation or age	2.2	Client feedback, peer feedback

3 Client Safety

Key Measurement Criteria		Performance Measure	
3.1	Develops & maintains a resilient client safety management strategic plan – monthly report & annual evaluation	3.1	Reports reflect changes in practice notified in the safety plan
3.2	Service delivery & operational governance provides client safety assurance to board Q&R subcommittee.	3.2	The board reports confidence in the outcome provided reflecting client safety gains
3.3	Oversee/monitor/facilitate risk management control and compliance	3.3	Documentation exists that support the development and review of this
3.4	Review organisation structures, develop & implement policies, procedure and systems, communicating and training in this, to improve client safety	3.4	Per 3.3
3.5	Liaise with SM's & CEO to produce & maintain risk/H&S registers using a range of sources, ensuring identified risks are supported by risk assessment, controls & assurance.	3.5	Per 3.3.
3.6	Analyse risk register records, provide feedback & support staff to improve Q & R register usage	3.6	Per 3.3
3.7	Ensure development, collation & audit of risk/incident/complaints/hazard management with a system for monitoring & evaluation of corrective actions in place	3.7	Per 3.3

3.8	Oversite and manage restraint reviews	3.8	Per 3.3
-----	---------------------------------------	-----	---------

4 Communication

Key Measurement Criteria		Performance Measure	
4.1	Ensure service & ICIIM recording systems are being utilised to ensure time recording, file systems, record keeping standards / systems are current and accurate	4.1	Selected review of systems shows they are functional and are current to within 1 month. Evidence all internal audit requirements are complete
4.2	Conflict / resolution processes are facilitated as needed	4.2	Issues are resolved early or if escalated records show efforts made
4.3	Leads by example, works collaboratively with staff providing transparent feedback, setting a culture of clear communication e.g. re safety, professionalism, team issues	4.3	Staff issues are progressed based on noted feedback within service and supervision records
4.4	Timely and appropriate information is passed organisationally	4.4	Reflected in e-mails, communications book, service meeting

5 Leadership

Key Measurement Criteria		Performance Measure	
5.1	Contributes to leading and maintaining SST's ethos and vision through promoting quality systems and client safety	5.1	Identified in minutes, other docs, meetings as playing an active role
5.2	Demonstrates leadership & decision making to staff – promoting best practice at all time	5.2	Staff and peer feedback, and with evidence of procedures followed
5.3	Facilitates and supports service delivery decision making within service areas, in conjunction with Services Managers	5.3	Service records show active participation in decision making – in services meetings
5.4	Supports and facilitates organisational culture which supports best practice	5.4	Organisational meetings and activities demonstrate such culture development
5.5	Lead/model healthy, respectful professional relationships	5.5	Staff and peer feedback reflects positive, affirming relationships

6 Reporting (Incident & other)

Key Measurement Criteria		Performance Measure	
6.1	ICiM is monitored to ensure contract compliance reports (client #'s, compliance) are current and accurate	6.1	Selected client reviews within ICiM to identify current & accurate recording
6.2	Investigate sentinel/significant adverse events, leads/involved in root cause analysis based on open disclosure	6.2	Such event documentation show Quality Stds. List process and sign off
6.3	Implements process around incident reporting that enshrine client rights to complain & which enable accurate, timely & efficient data to be collected, analysed and reported to for SST to assist Quality Improvement	6.3	Documentation demonstrates an accurate and timely process, follow up and resolution
6.4	Service monitoring and auditing requirements are timely completed as requested/required	6.4	Per 6.3
6.5	Ensure client feedback procedures & documentation meet required stds. & contract obligation	6.5	Documentation exists that support the development and review of this
6.6	As needed, record and lodge relevant section 31 documentation (HDSS Act 2001: Sec. 31(5))	6.6	Document completed and noted in relevant file

7 Team Work

Key Measurement Criteria		Performance Measure	
7.1	Participates fully in the consultative function over a range of service & role based teams	7.1	Contributes regularly and consistently in discussion/meetings
7.2	Guides the SMT in achieving the quality and client safety objectives of the organisation	7.2	Objectives achieved, peer reviewed.
7.3	Provides professional quality improvement advice to all SST services	7.3	Notes in e-mails, minutes, reports indicating staff supervision and liaison with Specialist MH Services

8 Health, Safety & Wellbeing

Key Measurement Criteria		Performance Measure	
8.1	Complies with H&S at Work Act 2015, relevant statutory and local govt. regulations	8.1	Evidenced and referenced in documentation
8.2	Implement H&S KPI's, policies / procedures to assist compliance, raise & follow up concerns	8.2	Documentation exists that supports the development and review of this
8.3	Plan, organise, manage H&S activities.	8.3	Per 8.2
8.4	Coach/support staff in H&S & where needed with People & Capability & TL support staff rehabilitation	8.4	Per 8.2
8.5	Participate in all org H&S management – Is H&S committee chair	8.5	Minutes attest to participation

8.6	H&S report (reported event & follow up, monthly H&S award, H&S audit & follow-ups, new hazard id & mgt., fire/emergency drills, Id key H&S messages for month	8.6 Per 8.2
8.7	Proactively lead hazard management by ensuring monthly site walk through & 6 monthly drills occur, checking noted risk against register	8.7 Per 8.2
8.8	Business emergency recovery plan	8.8 Per 8.2
8.9	Promote an environment of physical, occupational, cultural, ethical and legal safety that supports safe work practices, rules	8.9 Examples of work can be provided to attest to this

9 Professional Development

	Key Measurement Criteria	Performance Measure
9.1	Identifies PD needs & training opportunities in consultation with the CEO	9.1 Evidenced in participation in training and development, training records
9.2	Receives regular supervision per SST policy	9.2 Supervision reports
9.3	Completes PD sufficient to remain professionally accredited	9.3 Professional registration is maintained where applicable

10 Quality Improvement / Assurance

	Key Measurement Criteria	Performance Measure
10.1	Develop, maintain and analyse quality indicators, plans effectively, undertake internal audits and resources for external audit; include quality probes to assess service delivery	10.1 Documentation exists that supports the development and review of this
10.2	Work with SM's to implement Quality Assurance systems, processes & documents within teams & promote shared response for continuous QI that proactively exceeds contractual & external audit standards	10.2 Per 10.1
10.3	Oversight organisation quality improvement via quality improvement plan with annual evaluation mapped against that & a reporting calendar	10.3 Per 10.1
10.4	Collect, aggregate & analyse data in relation to key operational & clinical processes that track and record quality improvement	10.4 Per 10.1
10.5	Monthly actions report showing outcomes per schedules, issues etc. followed with a 1/4ly report showing summaries (narrative, charts etc.)	10.5 Per 10.1
10.6	Advises on controlled documents and attends meetings to explain quality manual to ensure supporting documents reflect services practice	10.6 Notes, e-mails, minutes to support
10.7	Completes mandatory notifications of fault via CEO	10.7 Note CEO

10.8	Manages complaints & adverse events to ensure effective management re statutory compliance	10.8	Per 10.1
10.9	Train and support staff in improvement tools	10.9	Training completed in staff files
10.10	Establish org. culture which is consumer focused and perf. driven by providing advice, guidance & support focused on excellent client care	10.10	Feedback from peer and consumers
10.11	Ensure MOH, H&D codes, other legislative (e.g. AS_NZS ISO) and regulatory requirements are met	10.11	Evidenced by reference in documents
10.12	Develop and maintain knowledge, attends training, participate in sector quality committees	10.12	Per 10.1

11 Infection Prevention Control + other

Key Measurement Criteria		Performance Measure	
11.1	Oversite & implement IPC requirements reflected through patient safety plan & low infection environment – reviewed annually.	11.1	Documentation exists that supports the development and review of this
11.2	Accountable for developing & implementing IPC policies, procedures, and systems that increase patient safety – ref IPC NZS 8134.3:2008	11.2	Per 11.1
11.3	Keep up with legislation/regulations re. best practice – training as needed	11.3	Referenced and indicated in change / improvement documentation
11.4	IPC group (develop accountability for IPC, consult on IPC programme content/process, reports on infections, audits etc., review related reportable events, review policies & procedures, agree and act for improvement)	11.4	IPC group minutes
11.5	Relationship with Public Health IPC advisor for advice and 18 mthly peer review - link with diagnostic services	11.5	Outlook diary, meeting notes
11.6	Lead incident oversight support, notify per regulations as required, then incident review	11.6	QSL identified in documents
11.7	Monitor and report on antimicrobial agents, nosocomial infections, multi—resistant organisms & organisms associated with antimicrobial use.	11.7	E-mails, snippets, reports
11.8	Ensure clients are IPC aware; ensuring IPC reference docs are available	11.8	Consumer/incident reports/feedback
11.9	Work collaboratively to prevent occupational illness, disease, injury	11.9	Issues and work done noted in reports
11.10	1/4ly IPC reports	11.10	Reports time completed & on file
11.11	Maintain records on IPC, waste & environmental management for HDSS certification	11.11	Per 11.1

Working Environment and Physical Demands

Stepping Stone Trust aims to provide a safe workplace, where nobody is placed in an environment or asked to do anything which will result in physical or mental harm. Here are some environments and potential hazards that might be encountered in this role.

*Those in **bold** represent the likely environments of this position*

Office	Residential facilities	Outdoors
Vehicle	Client's homes	Community
Hospital	Offices of Community Services	

*Those in **bold** represent the likely hazards of this position*

PHYSICAL	BIOLOGICAL	TEMPERATURE
Mechanical handling Stacking and storage Transportation (car etc) Confined space / working at heights Ventilation Working at heights in walkways and aisles Equipment guards Energy isolation Noise Vibrating platforms Assault	Insects Bacteria / Virus Animals (e.g. Dogs, Rats)	Extremes of heat or cold Hot substances / products Fire hazard
	CHEMICAL Chemicals and other substances Mist Dust Dangerous Goods	PHYSIOLOGICAL (Factors that may contribute to stress and / or fatigue) Periods of significantly increased intensity or duration of workload Organisational demands of work (e.g. 24 hour availability) Tight deadlines Provision of support to others during peak periods Shift work
LIGHTING	POWER SYSTEMS	EMERGENCY RESPONSE
Lighting levels	Electrical Hydraulic	Responsible for items to be secured e.g. earthquake Evacuation routes
ERGONOMIC	RADIATION	PSYCHOLOGICAL
Manual handling Work station set-up	Microwave Infra –red, ultraviolet	Workload Deadline Intra-staff relationship Resistance

Those in **bold** represent the essential physical requirements of this position

TYPE	FREQ.	TYPE	FREQ.	TYPE	FREQ.
Sedentary – sitting	F	Stooping	O	Lifting / manual handling	O
Pulling	R	Kneeling	O	Grasping	O
Crouching	O	Typing	F	Crawling	R
Talking	F	Reaching	O	Hearing	F
Standing	R	Repetitive hand motions	F	Fine finger motions	F
Walking	F	Pushing	O	Driving	F
Climbing	O	Other – please record:			

Note: **C** = Constantly: 67-100%; **F** = Frequently: 34 – 66%; **O** = Occasionally: 1 – 33%; **R** = Rarely: 0 – 1%

Those in **bold** represent the visual requirements of this position

Close vision	Distance vision	Colour vision
Ability to focus	VDU	Good colour discernment would be beneficial

Verification

We agreed that this Position Description accurately reflects the key responsibilities of the position of Quality and Safety Lead, at today's date.

Manager's Name:

Manager's Signature:

Date:

Employee's Name: (Insert Employee's full name)

Employee's Signature:

Date:

This Position Description will be reviewed at least once a year during the course of the Performance Review Meetings. Any changes which need to be made will be signed off by the responsible Senior Management Team member, and Human Resources.

Education and Qualifications

Desired - A minimum. L7 people service qualification with significant experience in public health / quality & risk

Preferential – PG qualification in Health Mgt. and/or Quality Training; Quality assurance qualification and/or significant demonstrated practice knowledge; Project / Change Management

Technical or Professional Knowledge, Skills and Experience

Helping Services	<ul style="list-style-type: none"> • At least 5 years' exp. working within health / patient care services • Experience, knowledge & utility of networking in the community health care environment
Staff Engagement	<ul style="list-style-type: none"> • Demonstrates professional and pastoral support for staff • Develops rapport easily; addresses issues positively • Motivator – Strategic & organisation agility, organiser, functional & technical, relational
IT and Internet systems	<ul style="list-style-type: none"> • Competent knowledge of office software systems e.g. Microsoft Office (Word, Excel, Power Point), E-mail, & exposure/awareness to Patient Management systems • Confident using Smart Phone and Internet tools.
Quality Improvement / Assurance Administration	<ul style="list-style-type: none"> • Knowledge of risk management, health & H&S legislation, health sector standards • Able to ensure the timely management & implementation QI/QA plans & continuing review as required Ability to co-ordinate administrative functions to ensure timely reporting • Demonstrates short, medium & long-term QI/QA service planning capability, with managed follow up processes • Demonstrates understanding of service framework for QI/QA administrative systems that ensure best practice processes are well supported with policies, procedures, other documentation • Demonstrates ability to develop & maintain quality care & reporting systems • Can ensure administrative and services workflow is efficient to cope in a busy dynamic environment. • Experience in policy development • Strong QI tools and techniques (data structuring and analysis) • Audit process knowledge and skills

General Competencies (behaviours) and attributes

<p>Alignment to Core Values</p>	<ul style="list-style-type: none"> • Alignment to the vision, mission and core values of SST reflected through demonstrated examples of personal values and beliefs • Ability to promote a work culture based on Christian values & encourage where appropriate a faith journey for staff & TW
<p>Teamwork</p>	<ul style="list-style-type: none"> • Leads by example to maintain healthy team relationships that positively influence client and organisational culture; especially conflict management; personality differences and the importance of positive relationships to achieve outcomes • Aligns with team's values & composition; aware of own strengths and how they affect others in the team • Works collaboratively • Can delegate tasks & maintain responsibility for the final result
<p>Work Progress</p>	<ul style="list-style-type: none"> • Excellent time management & ability to self-direct, manage & set priorities • Can stand & implement own & others ideas; shows initiative • Committed to Quality Improvement • Flexible in schedule/ing • Sound Decision Making, Problem Solving, Resilient
<p>Communication</p>	<ul style="list-style-type: none"> • Able to discuss strategic & sensitive issues • Shares knowledge • Communication - strategically uses communication to produce enthusiasm & foster an atmosphere of open exchange & support • Excellent & accurate numeric, written & oral communication
<p>Adaptability</p>	<ul style="list-style-type: none"> • Is aware of changes in service delivery needs & to reach an efficient result • Has a professionally developed intuition around clients, their needs & service efficiency. • Problem solver – assesses situations, decides on a course of action & implements this
<p>Personality</p>	<ul style="list-style-type: none"> • Attitude – Honest / Professional / Optimistic / Resilient / Integrity • Tact / Discretion / Confidentiality • Innovative • Good health and fitness • Sense of humour • Teachable – desire to learn & apply best practice