

Position Description

Position	Lead – Clinical Safety and Quality
Agency	Health System Improvement - Sector Improvement and Innovation
Reports to	Manager, Sector Improvement and Innovation
Terms and Conditions of Employment	In accordance with the current industrial Enterprise Agreement and Contract of Employment
Classification/ Salary Stream	Manager
Length of Position	As per Contract of Employment (subject to ongoing funding from the Australian Government Department of Health)
Location	As per Contract of Employment Primary Health Tasmania provides services across Tasmania

Organisational overview

Primary Health Tasmania is a non-government, not-for-profit organisation working to connect care and keep Tasmanians well and out of hospital. The organisation is one of 31 similar bodies established around Australia on 1 July 2015 as part of the Primary Health Networks Programme – an Australian Government initiative.

The Government has set the following objectives for primary health networks nationally:

- **increasing the efficiency and effectiveness** of medical services for patients, particularly those at risk of poor health outcomes; and
- **Improving coordination of care** to ensure patients receive the right care in the right place at the right time.

More information is available on the primary health networks website www.primaryhealthtas.com.au

A critical key to achieving the organisational objectives is a workforce which is flexible and responsive. Central to performance are the competencies - the knowledge, skills and abilities that Primary Health Tasmania employees must demonstrate to perform their roles effectively. These competencies are described in this position description and the Primary Health Tasmania Competency Framework.

Primary Health Tasmania supports organisational wide competency building, and a more flexible and responsive Primary Health Tasmania workforce that is well equipped to deliver innovative and creative health system integration and redesign to its stakeholders and the community.

Position purpose

Lead – Clinical Safety and Quality provides an essential role in contributing to the development, implementation and continuous improvement of safety and quality management systems and practices associated with the delivery of Primary Health Tasmania’s Health System Improvement and Health Services Commissioning outcomes. The Lead – Clinical Safety and Quality may also provide technical leadership in developing and implementing contemporary clinical health service and system improvement strategies as part of the Sector Improvement and Innovation business area.

The role leads continuous quality improvement, with a specific focus on building the safety and quality capability of program focused activities. The Lead achieves this through guiding the implementation of the organisation’s Safety and Quality Framework, which focuses on building internal capability and clinical

governance in order to support the continuous improvement of our external stakeholders in delivering care to Tasmanians.

The Lead drives safety and quality within the Company's program operations in collaboration with the Manager, Quality and Compliance, with the aim of achieving an integrated approach to safety and quality performance for Primary Health Tasmania and its stakeholders.

Key relationships

Internal	External
Manager, Sector Improvement and Innovation	Health care providers
Manager, Primary Health Workforce Support	Health care consumers and stakeholders
Manager Corporate Quality and Compliance	Subject Matter Experts – quality and safety
Planning and Evaluation Team	University and research expertise
Managers, leads and members across organisational functional groups	Management and Sector Change Consultants
Health Stream Leads	Relevant Federal and State Government offices
PHT Safety and Quality Committee	

Responsibilities and accountabilities

- Lead a systematic coordinated approach to implementing the quality standards outlined in the PHT's Safety and Quality Framework to achieve the effective delivery of the Company's Health System Improvement and Health Services Commissioning outcomes.
- Leads the implementation of clinical governance arrangements to promote, measure, monitor and continuously improve the safety and quality of services designed and commissioned by Primary Health Tasmania
- Work closely with the Manager, Sector Improvement and Innovation to provide technical leadership in identifying and applying effective integrated health care strategies and specialisations for use by the business area and across Primary Health Tasmania.
- Lead, coordinate and monitor the quality objectives and priorities that have been established and report through to the Safety and Quality Committee, Executive and the Board on a regular basis.
- Provide leadership and direction to staff in safety and quality best practices in a PHN environment, understanding how this sits within contemporary safety, quality and accreditation standards.
- Collaborate with the management team to educate and support staff understanding, capability, and competency in continuous quality improvement principles, to critically examine current workflows and practice to drive program, provider and health service commissioning improvement, system improvement, practice change and efficiency.
- Collaborate with project managers and project teams to be leaders in safety and quality through ensuring contemporary safety and quality approaches are embedded across projects and activities
- Organise, facilitate and lead the review and analysis of business risk incidents reported by staff associated with:
 - health service design,
 - contract management of commissioned health service providers,
 - health workforce support activities,
 - health system improvement activities or
 - other PHT program activities.

- Work in collaboration with the Manager, Corporate Quality and Compliance to develop the organisation's capacity to achieve its goal of an integrated organisational safety and quality
- Provide technical leadership in collaboration with the Manager Corporate Quality and Compliance to build team and organisational expertise in safety and quality, including researching reviewing and reporting contemporary quality systems, policies, practices and performance measures for improved efficient and effective implementation of health care integration.
- Provide team leadership and project management functions, as required, as part of the operational management of Sector Improvement and Innovation team members for specific project activity
- Work proactively and collaboratively with other functional team managers, project managers and Executive to ensure appropriate capabilities, systems and processes to perform a high quality, efficient sector improvement and innovation function.
- Work closely with other Health System Improvement managers and leads to ensure a coordinated, strategic, adaptable, responsive and results focused Health System Improvement team.
- Contribute to high-level engagement and collaboration with stakeholders to develop coordinated and strategic interventions to address the quadruple aim of improved consumer experience, improved population health outcomes, improved service efficiency and improved provider experience.

Competencies required for the role

The Primary Health Tasmania Competency Framework applies to all Primary Health Tasmania employees, across all occupational groups.

Competency summary

- A full list of competencies with behavioural indicators are provided in the **Primary Health Tasmania Competency Framework** listed on the Primary Health Tasmania website.
- The behavioural indicators provided in the **Competency Framework** provides detailed examples of the types of behaviours that would be expected at each competency level and should be reviewed in conjunction with the role's Responsibilities and Accountabilities.

Competency matrix:

Personal attributes - Adapt and respond to change - Display resilience and courage - Act with Integrity - Manage Self	3 3 3 3	Relationships - Communicate effectively - Commit to Customer Service - Influence and Negotiate - Work Collaboratively	4 3 4 4
Results - Deliver results - Plan and Prioritise - Think and solve Problems - Demonstrate Accountability	3 3 3 3	Business support - Finance - Technology - Procurement and Contract management - Project Management	2 3 2 3
People leadership and management - Lead, Manage and Develop People - Inspire Direction and Purpose - Optimise Business Outcomes - Manage Reform and Change	- - - -		

- 4 - Highly advanced
 3 - Advanced
 2 - Intermediate
 1 – Foundational

Selection criteria – skills, qualifications and experience

Key Capabilities

Essential

- **Relevant qualifications** - Clinical, health-related or other relevant qualifications related to the specialist technical skills required for the health safety and quality management functions.
- **Industry sector improvement strategy** - High-level of applied understanding of safety and quality practices in the primary health care sector and demonstrated experience in leading safety and quality sector improvement in a range of settings.
- **Safety and Quality Systems** - Experience with organisational quality governance systems such as Quality and Accreditation, Clinical Governance Systems and Reporting or Operational Risk Management frameworks and reporting.
- **Not for profit and/or health sector** - Experience working within the not for profit and/or health sector.

Desirable

- **Evidence-informed interventions** - High-level ability to think strategically, investigate and interpret theoretical and complex concepts and to apply and evaluate these in practical settings and activities, with a strong focus on demonstrating results.
- **Innovation** - Demonstrated leadership in creativity and innovation, including the ability to effectively and efficiently test how evidence-informed models and strategies may be applied for improved integration of care in health or related sectors.
- **Change management** - Demonstrated extensive experience in engaging, influencing and collaborating with others for change and new ways of working, with target groups including internal and external stakeholders such as consumers, communities, service providers and health system partners.
- **Planning and performance** - Demonstrated ability to develop systems, processes and tools for improved organisational capability, efficiency, effectiveness and measurable performance.
- **Team leadership** - Demonstrated strong capability and experience in leading teams for high performance in complex operational environments.
- **Senior team leadership** - Demonstrated experience working as part of a senior management team, including the ability to lead, collaborate with peers and contribute to high-performing management arrangements for the organisation.
- Current Driver's Licence

Working environment

Primary Health Tasmania operates from three administrative centres in Hobart, Launceston and Ulverstone. Intrastate and interstate travel will be required.

Our Shared Values and Behaviours


The following core values and behaviours underpin the work of Primary Health Tasmania. These core values and behaviours are fundamental to the organisation and the way in which Primary Health Tasmania staff and management engage with each other and with stakeholders.

In your role you are expected to comply with Primary Health Tasmania's Code of Conduct and demonstrate the following values and behaviours:

OUR SHARED VALUES AND BEHAVIOURS

WHO WE ARE AND WHAT WE STAND FOR


- We are visionary in our thinking and purposeful in our approach
- We value and invest in our people
- We value inclusive leadership and the empowerment of all staff
- We are collaborative and have people at our centre
- We are a leader in the primary health sector



RESPECT

"We value each other"


- we treat each other fairly and equitably
- we acknowledge effort and good work, and we celebrate success
- we embrace diversity of skills, personalities and perspectives
- we support each other to get the work done
- we respect the roles and responsibilities of others



COLLABORATION

"We work together"


- we share information so that people can take action and make decisions
- we learn and grow together
- we encourage people to speak up and create opportunities for people to be heard
- we leverage individual strengths to achieve the best result
- we support agreed decisions, even when it didn't go our way
- we work as a team and share the load



RESULTS

"We get things done"



- we commit to and work towards our shared purpose and values
- we look for ways to innovate and improve
- we are 'can do' and solution focused, we think 'how can we?' and not 'why can't we?'
- we encourage creative thinking in ourselves and others
- we are purposeful in our actions and deliver results
- we are accountable for our contribution and the outcomes of the team



PROFESSIONALISM

"We strive for excellence"

- we use evidence to inform our work
- we do what we say we will do and we will let you know if we can't
- we do the right thing even in difficult times
- we deliver high quality, innovative solutions
- we conduct ourselves with integrity and transparency
- we test our ideas against contemporary practice



Mr Phil Edmondson
Chief Executive Officer

November 2021