BAY OF PLENTY
DISTRICT HEALTH BOARD
H A U O R A   A   T O I

Job Description

Quality Coordinator
(Surgical, Medicine, Clinical/Non Clinical Support, CHADS, Mental Health, Non Clinical Support)

Position No: **152006-16 (Surgical Quality Co-ordinator)**
152006-24 (Medicine Quality Co-ordinator)
152006-25 (Clinical/Non Clinical Support Quality Co-ordinator)
152006-26 (CHADS Quality Co-ordinator)
152006-27 (Mental Health Quality Co-ordinator)

Report To: Quality Manager

Liaise with: Nurse Leader
Medical Leader
Business Leader
OSH staff
HOD's
CNL's
Departmental Managers

Other DHB's
Quality Health New Zealand.
Relevant organisations
Standards New Zealand

Purpose
Provide a high standard of customer services, quality systems, accreditation, risk and fire management within Pacific Health.

Principal Accountabilities

1. Quality and Accreditation

- Maintains and supports a CQI culture across the _____ Cluster through working with managers, team leaders and staff.

- Ensures the preparedness of the _____ Cluster for accreditation and certification through proactively leading, auditing, and implementing changes to meet the standard of QHNZ and Health and Disability Standard codes.

- Development of quality plans across the Cluster.

- Provides hands-on development and delivery of documents and quality processes and changes including policies, protocols, guidelines, quality plans.

- Maintains a focus on Continuous Quality Improvement throughout the Cluster.

2. Customer Services

- Manages responses to customer services issues and complaints in a timely and efficient manner, and consistent with the expectations under Hospital Benchmark Indicators (HBI's).

- Meets and co-ordinates meetings between patients and / or their family and whanau and members of the cluster where required to discuss patient outcomes.

3. Clinical Audit Support

- Works with clinical staff within the cluster to resource and support clinical audit.

- Liaises with the Medical Director on the level of clinical audit delivered.

4. Health and Safety

- Represents cluster issues at Health and Safety committee meetings.

- Identifies hazards and actively works to mitigate potential impacts.

- Works with employee representatives to minimise hazards when identified.

- Escalates issues to the relevant party where non-compliance with Health and Safety legislation is identified.

5. Risk Management

- Represents the cluster on relevant risk management committees

- Promotes the completion of Risk Management registers across the cluster.

- Monitors Reportable events forms produced by the cluster through the Integrated Quality and Risk Framework. Monitors progress on closing identified items, and appropriately escalates either serious events, or where trends are identified of similar incidents.

6. Fire and Emergency Management

- Works under the direction of the Quality Manager to monitor and ensure compliance with fire procedures within the cluster.

- Notifies Quality Manager of any events (eg. building projects) that may impact on fire compliance within the organisation.

7. Projects

Is involved, as either participant or manager, in project work around systems and processes as required.

HEALTH AND SAFETY

You are expected to meet the health and safety requirements set out in BOPDHB policies and protocols and any other requirements set out in the Health and Safety in Employment Act 1992.

TREATY OF WAITANGI/CULTURAL COMPETENCIES

BOPDHB is committed to the principles of the Treaty of Waitangi

The Person

Essential

- Experienced health professional
- Previous experience in health service management and /or quality systems desirable.
- Knowledge of accreditation and certification processes
- Knowledge of Health and Safety legislation and requirements
- Understanding of the needs for and functions of clinical audit processes
- Competent in use of Word, Excel, Outlook and internet

Personal Attributes

- Excellent communication skills across a wide cross sector of people
- Maintains and demonstrates high professional standards
- Works well with multidisciplinary teams
- Detail and outcome focused
- Works well independently and as part of a team
- A strong commitment to "doing" and "finishing"
- Works well under pressure
- Perseverance
- Commits to team work and collective team achievement