Quality and Risk Manager

Position Description

Date : March 2016

Job Title : Quality and Risk Manager

Department : Corporate Quality

Location : All Waitematā DHB sites (main office at NSH site)

Reporting To : Clinical Lead Quality
Chief Financial Officer (dotted reporting line – Risk)

Direct Reports : Senior Manager Complaints and Adverse Events
Compliance Manager
Senior Quality Lead
Quality and Risk Team Administrator

Functional Relationships with

Internal
Mental Health Quality Team
Institute for Innovation and Improvement
Senior Management Team
Executive Leadership Team
Legal Team
Finance and Audit Committee
Internal Audit
Hospital Advisory Committee
Legal Team
Occupational Health Services
Awhina Education and Learning
Professional Leaders
Nursing/Medical/Allied Health
General Managers and Heads of Department
Clinical Directors/Charge Nurse Managers/Operations Managers/
Other DHB Managers and Staff
Maori Health/Pacific Support Services/Asian Health Services
Information Management Group/Decision Support
Planning and Funding

External
Service Users and their whānau and families
Quality and Risk Managers in other DHBs
Statutory Bodies
• Health Quality and Safety Commission
• Health and Disability Commissioner
• Privacy Commissioner
• Ombudsmen
• Accident Compensation Authority
• Health Advocacy Service
• Ministry of Health
External Auditors
Professional bodies

Our Purpose, Values and Standards
At the heart of Waitematā DHB is our promise of ‘better care for everyone’. This promise statement is the articulation of our three-fold purpose to:

1. promote wellness,
2. prevent, cure and ameliorate ill health and
3. relieve the suffering of those entrusted to our care.

At the heart of our values is the need for all of us to reflect on the intrinsic dignity of every single person that enters our care. It is a privilege to be able to care for patients, whānau and our community, a privilege that is sometimes overlooked in our day to day work.
Quality and Risk Manager

Position Description

Our values, standards and behaviours serve as a reminder to us all about how we are with our patients and with each other:

- Welcoming and friendly
- Respect and value each individual
- Take time to listen and understand
- Speak up for others
- Compassionate for your suffering
- Attentive, helpful and kind
- Protect your dignity
- Reassuringly professional
- Communicate and keep people informed
- Explain so people understand
- Teamwork with patients, whānau, and colleagues
- Give and receive feedback
- Positive we can make a difference
- Improve our service and ourselves
- Clean and safe practice
- Timely, efficient and organised

Role Purpose

- Provide leadership and advice in the implementation of the organisation wide quality and risk management strategies and programmes which ensures quality and risk management is embedded throughout the organisation
- Lead enhancements in quality and risk management and processes
- Provide support, advice and guidance on all aspects of quality and risk management
- Supports the measurement of quality to enable improvements
- Oversee the management of the compliance and the complaint and adverse event management programmes
- Assist senior leaders to ensure that all areas of the organisation understand, own and are accountable for quality and risk systems that are fully embedded in operational practice
- Advocate and sponsor risk control and prevention strategies that will integrate risk management into every day management
- Oversees the development and delivery of quality and risk management training

Service Scope

The scope of this role is all across all services of Waitematā DHB.

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<thead>
<tr>
<th>KEY TASKS</th>
<th>EXPECTED OUTCOMES</th>
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<tbody>
<tr>
<td>QUALITY MANAGEMENT</td>
<td>Implements and delivers the DHB-wide Quality Strategy and supporting documents, ensuring its communication to staff, the public and stakeholders, and organising awareness training as necessary</td>
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<td>Works with the Senior Manager Complaints and Adverse Events to ensure the effective and efficient management of complaints and adverse events and the DHB complies with its statutory requirements</td>
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<td>Works with General Managers, Heads of Department, Clinical Directors, Operations</td>
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<td>KEY TASKS</td>
<td>EXPECTED OUTCOMES</td>
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<tr>
<td>Managers, Quality Leads and other relevant staff in developing and implementing quality plans and programmes aligned with the quality strategy and organisation’s priorities</td>
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<td>- Works effectively with managers, quality leads and front line staff to link strategic and business planning to the day-to-day management of quality and risk</td>
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<td>- Ensures policies and procedures enable effective and efficient quality management that complies with national and local requirements and delivers the best outcomes and experience for patients, their whānau and family</td>
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<td>- Establishes and maintains effective communications systems so that quality information can be shared and effective quality management processes are in place</td>
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<td>- Ensures effective and efficient logging, tracking, reporting and action monitoring systems are in place to manage quality activities, including complaint and adverse event management</td>
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<td>- Ensures quality enhancements are proactively identified, analysed, explored and implemented, with appropriate endorsement</td>
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<td>- Oversees and support quality measurement and reporting systems to ensure effective and efficient quality measurement, analysis, monitoring and reporting</td>
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<td>- Coordinates the work programme and activities of the Quality Executive Committee</td>
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<td>- Provide support to key governance committees responsible for managing quality</td>
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<tr>
<th>RISK MANAGEMENT</th>
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<tr>
<td>- Implemnts, continuously reviews and develops the DHB-wide Risk Management Strategy and supporting documents, ensuring its communication to staff, the public and stakeholders, and organising awareness training as necessary</td>
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<td>- Reviews all DHB policies to ensure adequate attention is given to risk identification and management</td>
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<td>- Reviews significant project structures and reporting with regards to risk management and reporting</td>
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<td>- Establishes and maintain effective communications systems so that risk information can be shared and effective problem solving processes are implemented</td>
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<td>- Ensures there are good risk communication systems between the Chief Financial Officer’s team, the organisation and stakeholders</td>
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<td>- Provides support to key governance committees responsible for managing risk</td>
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<td>- Submits regular reports to the DHB Board to support executive owners of risks and provide a summary of the organisation’s risks showing month to month progress</td>
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<td>- Submits regular reports to the Audit and Finance Committee and Senior Management Team on compliance with the Risk Management Strategy</td>
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<td>- Liaises with staff across the DHB to ensure the timely compilation production and maintenance of risk registers, utilising an appropriate range of sources, ensuring that all identified risks are supported by a risk assessment, and identifying relevant controls and assurance</td>
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<td>- Analyses risk register submissions and provide feedback and support to divisional and corporate staff in order to improve the overall quality of and approach to risk register maintenance</td>
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<td>- Supports the Divisional Operations Managers and General Managers to manage risk and, in particular, be their source of expert advice in the maintenance of Risk Registers</td>
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<td>- Reviews and analyses risk register submissions to ensure the onward reporting of all</td>
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### KEY TASKS | EXPECTED OUTCOMES
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appropriate and relevant risks to the relevant governance committees, including the Clinical Governance Board, Senior Management Team, the Audit and Finance Committee, and the DHB Board

#### COMPLIANCE AND REPORTING
- Works with the Compliance Manager, Manager of Hospital Operations and other relevant staff in developing and overseeing comprehensive work programmes to achieve compliance with risk management and other relevant standards eg AS-NZS ISO standards; Health and Disability Services Sector Standards
- Works with the Compliance Manager to support the DHB’s preparation for external assessments relating to compliance and risk management eg HealthCERT; IANZ
- Works with the Compliance Manager and Occupational Health and Safety Manager to ensure the DHB complies with its statutory health and safety requirements
- Ensures there are adequate systems in place to monitor compliance with legislation and regulation relating to quality and risk
- Ensures effective and efficient logging, tracking, reporting and action monitoring systems are in place to manage quality activities, including complaint and adverse event management, and compliance and audit management
- Supports the design and implementation of a tracking, reporting and action monitoring system for all external certification and accreditation audits
- Supports the design and implementation of local solutions relating to DHB-wide risk management including recommendations from HealthCERT, IANZ, WorkSafe NZ, coroners, the Health and Disability Commissioner, and other external sources
- Assists in the development and production of the DHB’s quality accounts

#### STAFF TRAINING AND SUPPORT
- Reviews and develops quality and risk management training courses and materials for all levels of the organisation, including training in the management of adverse events and complaints, risk, internal and external audit and compliance programmes, designed to assist staff to take ownership for the management of quality and risk relevant to their sphere of responsibility
- Provides training delivered by self and others, to assist in raising awareness of, and skill in, quality and risk management
- Continually monitor the effectiveness of quality and risk management training and improve the training programme as required

#### PROFESSIONAL DEVELOPMENT
- Remain up to date with national and international best practice in relation to quality and risk management
- Monitor literature and professional organisations for new or revised best practices related to quality and risk management
- Champion the DHB values, standards and behaviours to continually maintain a values-led organisational approach

#### EQUALITIES AND TREATY OF WAITANGI
- Ensure the professional and political integrity of Waitemata DHB by carrying out all functions in compliance with the Treaty of Waitangi and by demonstrating a serious commitment to partnership with tangata whenua.
- Shows sensitivity to cultural, spiritual, and social complexity in the workforce and patient
### Quality and Risk Manager

**Position Description**

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<thead>
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- Following, implementing and ensuring compliance of all health and safety policies and processes  
- Planning, organizing and managing H&S activities directed at preventing harm and promoting wellbeing in the workplace  
- Ensuring a safe working environment & safe working practices through the Safe Way of Working health and safety system  
- Identifying, reporting and self-managing hazards where appropriate  
- Early and accurate reporting of incidents at work |

**Verification:**

Employee: __________________________

Manager: __________________________ Date: __________________________

Note: This job description forms part of an individual’s contract of employment with Waitematā DHB and must be placed in the individual’s personal file.
## PERSON SPECIFICATION

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<th>MINIMUM</th>
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<tr>
<td><strong>Qualification</strong></td>
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<tr>
<td>• Relevant tertiary qualification (degree) in a healthcare administration or similar related field</td>
<td>• Health and Safety qualification</td>
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<td>• Risk Management/Governance Qualification to Masters level or equivalent experience</td>
<td>• Membership of IOSH/chartered body for health and safety professionals</td>
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<td>• Post graduate qualification in the primary profession or Masters level qualifications in health administration or management</td>
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<td><strong>Experience</strong></td>
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<td>• Minimum of 5 years experience in a healthcare organisation working with quality and risk management within the health or corporate sector</td>
<td>• Knowledge of the regulatory framework for DHBs</td>
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<td>• 3-4 years experience working as a senior member of a multidisciplinary teams</td>
<td>• Previous experience in developing and implementing a risk management strategy</td>
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<td>• Management of an electronic risk management system</td>
<td>• Previous experience in implementing a quality strategy</td>
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<td>• Previous experience in developing and implementing organisation-wide projects</td>
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<td>• Experience in developing organisation-wide policies</td>
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<td>• Demonstrable evidence of initiating change and implementing evidence based practice</td>
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<td>• Knowledge of risk management, health legislation, and health sector standards</td>
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<td>• Proven knowledge of clinical and non clinical risk management and related issues</td>
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<td>• Understanding of the health care environment</td>
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<td>• Commitment to the principles of the Treaty of Waitangi</td>
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<td>• Knowledge of the Health and Disability Sector Service Standards</td>
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<td>• Knowledge of the quality of service frameworks for policy, procedure and protocol development and documentation</td>
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<td><strong>Skills Knowledge Behaviour</strong></td>
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<td>• Highly developed emotional intelligence, communication and interpersonal skills</td>
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<td>• Strong leadership, coaching and development skills</td>
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<td>• Competent trainer</td>
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<td>• Effective project and programme management skills</td>
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<td>• Excellent facilitation and relationship skills</td>
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### MINIMUM

- Excellent oral and written communication skills
- Excellent reporting writing and presentation skills
- Computer literate and proficient with the use of Microsoft packages
- Excellent analytical skills
- Proven ability to develop and implement policy
- Skilled in understanding and interpreting legislation, regulations, and able to translate these into operational systems
- Ability to meet deadlines
- Well organised
- Adaptable and flexible
- Enthusiastic and able to enthuse others
- Ability to use own initiative
- Modelling behaviour consistent with the DHB values, standards and behaviours

### PREFERRED

- Excellent oral and written communication skills
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