



# Position Description

## Patient Safety & Quality Manager

### Position Summary

The Patient Safety and Quality Manager is responsible for driving patient safety initiatives and quality improvement efforts in ambulance service delivery across the Northern Territory. This senior position plays a vital role in ensuring that St John NT Clinicians consistently provide high-quality care whilst maintaining a strong commitment to patient safety. They will lead a team of professionals and collaborate with various internal and external stakeholders to develop, implement, and sustain patient safety and quality improvement programs.

The Patient Safety & Quality Manager is accountable to the St John NT Director of Ambulance Services for the management of clinical governance, patient safety & consumer feedback by providing leadership to the Patient Safety and Quality Team. The role requires a strong understanding of clinical governance, health service delivery and the ability to think laterally, this includes system safety thinking and an open approach to continuous improvement. They will contribute to the promotion and provision of effective leadership, vision and strategic initiatives to ensure quality service delivery and patient outcomes for St John NT.

The Patient Safety & Quality Manager is responsible for ensuring clinical quality and patient safety of the Ambulance Service by:

- Leading and developing best practice quality and safety initiatives, including linkages with strategic and performance management systems, education, incident management, consumer feedback management, clinical case auditing and reviews, relevant reporting and data analysis and supporting staff to participate in safety and quality activities.
- Development and oversight of St John NT Clinical Governance Framework and the overall clinical governance function to drive quality improvement, standardisation and adoption of evidence based best practice across St John NT.

### Position Details

Title	Patient Safety and Quality Manager
Position Reference	AMB-036
Division	Ambulance
Primary Location	Darwin
Classification	Station Officer/Team Manager Ambulance and Patient Transport Award
Category and status	Permanent Full Time
Reports to	Director of Ambulance Services
External Relationships	NT Health and Health Service providers Patient Safety and Quality services Community services Australian Commission in Safety and Quality in Health Services (ACSQHS)

## Values

Respect	Treat people with dignity and professionalism
Integrity	Be honest, open minded and fair
Collaboration	Work with others for accountable and meaningful results
Empathy	Be kind and caring

## Position Requirement

- Provide strategic and expert advice applying highly developed analytical leadership skills in the provision of the Clinical Governance Services to support high quality, safe patient care
- Develop and implement territory wide approaches to patient safety systems and processes
- Utilise case auditing and data to enable continuous improvement, early identification of and action in relationship to unwarranted clinical variation
- Timely and effective identification, escalation, and resolution or management of significant clinical risks and compliance gaps
- Provide strategic leadership and management of clinical governance functions and structures
- Lead and oversee the development, implementation, and evaluation of evidence-based quality improvement initiatives aimed at enhancing patient outcomes and satisfaction
- Establish and monitor key performance indicators (KPIs) and quality metrics to track progress and drive continuous improvement
- Promote a culture of practice review and continuous quality improvement throughout the organisation
- Initiate and direct internal reviews and monitoring of Ambulance Clinical performance and develop and implement strategies designed to deliver sustained improvement
- Work collaboratively with the Clinical Services Manager to define, support, review and ensure clinicians deliver Clinical Excellence to all patients, at all times
- Foster, strengthen and manage both internal and external relationships and promote a professional image of Patient Safety and Quality in all forums
- Provide reports and data presentations for Clinical Governance Committee and for input into Executive and Board Committee level
- Champion the values and vision of St John NT and promote a shared commitment to the strategic direction and to model behaviours to support a positive and contemporary workplace culture

## Person Specification

- Ability to positively influence others and drive organisational priorities in the areas of patient safety and the delivery of high-quality health care
- Fostering an environment of continuous improvement in the utilisation of resources and the delivery of services during normal and demanding pressures
- Demonstrated experience leading clinical governance initiatives using a structured approach in a complex environment involving multiple stakeholders with potential competing interests leading to successful outcomes
- Highly developed leadership and management skills, with proven ability to work effectively with staff of various disciplines across a broad range of levels
- Demonstrated high level interpersonal, written and verbal communication skills with highly developed resolution and negotiation skills



- Effective organisational and planning skills, with proven ability to meet deadlines, work under pressure to meet urgent requirements while adapting work practices to political, socio-economic and system level change
- Dealing with high workloads, ambiguity, complexity and varied responsibilities often in the context of competing priorities

#### **Position Organisational Responsibilities**

Values	Position will demonstrate and encourage behaviour in line with our values of Respect, Integrity, Collaboration and Empathy
Behaviour	Position will demonstrate behaviour of the highest of integrity; that is free from bullying, harassment and discrimination and that abides by the Code of Conduct
Customer Service	Position is required to provide excellent customer service to all internal and external stakeholders including the general public, clients and customers
WHS	<p>Position is responsible for:</p> <ul style="list-style-type: none"> <li>• Coordination and implementation of the WHS Management systems and procedures</li> <li>• Monitoring and performance reporting</li> <li>• Hazard identification and WHS management</li> <li>• Emergency response</li> <li>• Internal auditing</li> <li>• Risk planning</li> </ul>
Legislative Framework	Position is accountable for all legislative obligations relevant to the section
Corporate Records	Position is responsible for accurate and timely of all records as per organisational processes

#### **Essential Selection Criteria**

- Experience in the health sector with a sound understanding of health service delivery.
- A high level of experience and understanding in clinical governance system management (i.e. risk, patient safety and quality systems, accountability structures).
- Knowledge of modern clinical service review, audit and evaluation techniques and principles.
- High level interpersonal skills, including strong leadership behaviours with the ability to model organisational behaviours, values and ethics, while working well with a diverse range of people, and positively supporting their welfare.
- Highly developed communication, consultation, negotiation and conflict resolution skills enabling the development of partnerships and positive relationships.
- Demonstrated high level of self-awareness, personal reflection and commitment to personal development.
- Proven ability to successfully manage projects to completion, utilising a collaborative and consultative approach.
- Problem-solving ability to identify issues and react appropriately.

#### **Desirable criteria**

- Tertiary post-graduate qualifications in Clinical governance, Quality and Safety or other relevant areas.
- Substantial expertise and experience in Health Service leadership and in the management safety and quality systems.
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Qualifications	<ul style="list-style-type: none"> <li>• Holds a Bachelor degree in a health role (RN, Paramedic, Allied Health, MD) or other relevant qualifications and relevant work experience, with additional qualification/s in</li> </ul>
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	<ul style="list-style-type: none"> <li>management.</li> <li>Tertiary post-graduate qualifications in health leadership/ management, clinical governance, or other relevant area (desirable)</li> </ul>
Experience	<ul style="list-style-type: none"> <li>Leadership experience in a management position within the health sector.</li> <li>Experience in quality systems, clinical auditing and governance structures</li> <li>Efficient and effective management of human, physical and financial resources</li> </ul>
Interpersonal Skills	<ul style="list-style-type: none"> <li>Experience in leading and managing staff, capacity to influence, build and manage relationships and coordinate teams of diverse interests to achieve agreed objectives</li> <li>Experience in dealing with matters of a highly confidential nature</li> </ul>
Licences, Cards and Certificates	<ul style="list-style-type: none"> <li>NT Manual Drivers Licence</li> <li>Current Ochre Card (Working with Children) or be willing to obtain one</li> <li>National Police Clearance or be willing to obtain one</li> <li>AHPRA Registration (if appropriate)</li> </ul>

#### **Additional Information**

Requirements	<ul style="list-style-type: none"> <li>Pre-employment medical is required prior to commencement.</li> <li>At times of peak work demand, this position may be asked to participate in some after-hours work.</li> </ul>
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