

POSITION DESCRIPTION

NSLHD - Consumer Engagement and Quality Improvement Facilitator



Northern Sydney
Local Health District



Organisation	NSW Health
Local Health District / Agency	Northern Sydney Local Health District
Position Classification	Health Mgr Lvl 2
State Award	Health Managers (State) Award
Category	Clinical Operations Quality & Risk
Website	www.nslhd.health.nsw.gov.au/

PRIMARY PURPOSE

The PaCH Directorate is a diverse mix of health services and teams. Individual services/teams include: Aged, Chronic Care & Allied Health (Aged Care Assessment Teams, Chronic Disease Community Rehabilitation Service, Transitional Aged Care Program and Regional Assessment Team); BreastScreen; Child, Youth & Family Health Services; Community Nursing- Northern Sydney Home Nursing Service; Health Contact Centre; Oral Health, Population Health Services (Clinic 16, Intellectual Disability Health, Multicultural Health and Needle & Syringe Program)

The Consumer Engagement and Quality Improvement Manager works under the direction of the PaCH Clinical Quality Manager to actively enable and support the continuous clinical quality improvement, patient centred care and a consumer engagement culture across the PaCH Directorate. This includes the implementation of local processes and systems to support the NSLHD Partnering with Consumer Framework.

RESPIRATOR USE

NSW Health workers may be required to use a respirator, as part of their appointment with NSW Health. Where a respirator is required for use, workers will be instructed in their safe use; including donning, doffing and fit checking. Staff may be required to complete fit testing to selected respirator/s to assess their facial fit/seal.

At all times when a health worker is required to use a respirator, the health worker must not have any facial hair present. Processes are in place to support workers that need to keep facial hair due to religious observance requirements and/ or health conditions.

ESSENTIAL CRITERIA

You must take all reasonable care for yourself and others and comply with any reasonable instruction, policies and procedures relating to work health safety and wellbeing.

NSLHD supports [diversity and inclusion](#) and these principles should be applied when interacting with our patients and



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work colleagues.

KEY ACCOUNTABILITIES

- Actively promotes, supports and embeds a culture of continuous quality improvement and consumer engagement, the National Safety and Quality Health Service (NSQHS) Standards and a positive patient centred care culture.
- Actively participates in, and leads as directed, all matters relating to consumer engagement, patient experience and quality improvement.
- Assists with the development, monitoring and evaluation of quality plans, including helping staff in applying quality improvement methodology and tools to execute quality projects and activities.
- Actively participates in the processes, quality improvement, consumer engagement, monitoring and reporting, and evaluation of PaCH activities required to comply with NSLHD, NSQHS and accreditation bodies.
- Works collaboratively with PaCH Executive and staff to ensure linkage of the provision of good quality safe care, consumer engagement and quality improvement. This will include quality improvement and consumer engagement coaching and education to improve awareness and skills of staff.

KEY CHALLENGES

- Implementing change management processes and engaging staff across a broad range of services and teams in relation to consumer engagement and quality improvement initiatives.
- Balancing workload between consumer engagement component and the quality improvement components of the role.

KEY RELATIONSHIPS

Who	Why
Clinical Quality Manager PaCH	Manager holds overall responsibility for the clinical quality and patient safety performance of the PaCH organisation
PaCH Executive & Staff	Internal meetings, Participate in planning, implementation an evaluation activities, Establish strong networks between PaCH services
PaCH Consumer Advisors	To support the work and functioning of the committee and engagement of Consumer Advisors at service and team level
NSLHD Clinical Governance Unit	To support the local implementation of the NSLHD Partnering with Consumer Framework

SELECTION CRITERIA

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1. Consistently demonstrates behaviours that reinforce the CORE Values of our organisation; Collaboration, Openness, Respect and Empowerment. Demonstrates these behaviours with all stakeholders; colleagues, direct reports, as well as our patients and consumers, and those that care for them.
2. Relevant tertiary qualifications and/or experience in quality improvement and consumer engagement, or relevant combination of study and work experience.
3. Demonstrated understanding and application of quality improvement methodology and project management within health settings.
4. Demonstrated understanding of accreditation, particularly in relation to the partnering with consumers standard with demonstrated application of strategies to enable consumer engagement in healthcare.
5. Demonstrated experience in patient experience management and customer service within a health care setting.
6. Demonstrated high level communication skills, both verbal and in written, with all levels of staff and management, and patients/ families/carers/consumers in individual, group and education settings.
7. Proven ability to be self-directed, proactive and work autonomously with a high degree of initiative, able to prioritise work demands and achieve deadlines.
8. Evidence of competency in the use of information technologies including the use of computer software systems to produce professional correspondence, presentations, reports and data analyses.

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Job Demands for: NSLHD - Consumer Engagement and Quality Improvement Facilitator

Physical Demands	
<p>Respirator use - Wearing of a respirator, to ensure protection against exposure to respiratory pathogens/hazardous materials</p> <p>Infrequent</p>	<p>Sitting - remaining in a seated position to perform tasks</p> <p>Frequent</p>
<p>Standing - remaining standing without moving about to perform tasks</p> <p>Frequent</p>	<p>Walking - floor type: even/uneven/slippery, indoors/outdoors, slopes</p> <p>Frequent</p>
<p>Running - floor type: even/uneven/slippery, indoors/outdoors, slopes</p> <p>Occasional</p>	<p>Bend/Lean Forward from Waist - forward bending from the waist to perform tasks</p> <p>Occasional</p>
<p>Trunk Twisting - turning from the waist while sitting or standing to perform tasks</p> <p>Occasional</p>	<p>Kneeling - remaining in a kneeling posture to perform tasks</p> <p>Occasional</p>
<p>Squatting/Crouching - adopting a squatting or crouching posture to perform tasks</p> <p>Occasional</p>	<p>Leg/Foot Movement - use of leg and/or foot to operate machinery</p> <p>Not Applicable</p>
<p>Climbing (stairs/ladders) - ascend/descend stairs, ladders, steps</p> <p>Occasional</p>	<p>Lifting/Carrying - light lifting and carrying (0 to 9 kg)</p> <p>Occasional</p>
<p>Lifting/Carrying - moderate lifting and carrying (10 to 15 kg)</p> <p>Infrequent</p>	<p>Lifting/Carrying - heavy lifting and carrying (16kg and above)</p> <p>Not Applicable</p>
<p>Reaching - arms fully extended forward or raised above shoulder</p>	<p>Pushing/Pulling/Restraining - using force to hold/restrain or move objects toward or away from the body</p>

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Occasional	Occasional
Head/Neck Postures - holding head in a position other than neutral (facing forward) Frequent	Hand and Arm Movements - repetitive movements of hands and arms Frequent
Grasping/Fine Manipulation - gripping, holding, clasping with fingers or hands Repetitive	Work at Heights - using ladders, footstools, scaffolding, or other objects to perform work Not Applicable
Driving - Operating any motor powered vehicle Occasional	

Sensory Demands

Sight - use of sight is an integral part of work performance (e.g. viewing of X-Rays, computer screens) Constant	Hearing - use of hearing is an integral part of work performance (e.g. Telephone enquiries) Constant
Smell - use of smell is an integral part of work performance (e.g. working with chemicals) Not Applicable	Taste - use of taste is an integral part of work performance (e.g. food preparation) Not Applicable
Touch - use of touch is an integral part of work performance Occasional	

Psychosocial Demands

Distressed People - e.g. emergency or grief situations Occasional	Aggressive and Uncooperative People - e.g. drug/alcohol, dementia, mental illness Infrequent
Unpredictable People - e.g. dementia, mental illness, head injuries	Restraining - involvement in physical containment of patients/clients

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Not Applicable	Not Applicable
<p>Exposure to Distressing Situations - e.g. child abuse, viewing dead/mutilated bodies</p> <p>Not Applicable</p>	

Environmental Demands

<p>Dust - exposure to atmospheric dust</p> <p>Not Applicable</p>	<p>Gases - working with explosive or flammable gases requiring precautionary measures</p> <p>Not Applicable</p>
<p>Fumes - exposure to noxious or toxic fumes</p> <p>Not Applicable</p>	<p>Liquids - working with corrosive, toxic or poisonous liquids or chemicals requiring PPE</p> <p>Not Applicable</p>
<p>Hazardous Substances - e.g. dry chemicals, glues</p> <p>Not Applicable</p>	<p>Noise - environmental/background noise necessitates people raise their voice to be heard</p> <p>Occasional</p>
<p>Inadequate Lighting - risk of trips, falls or eyestrain</p> <p>Not Applicable</p>	<p>Sunlight - risk of sunburn exists from spending more than 10 minutes per day in sunlight</p> <p>Not Applicable</p>
<p>Extreme Temperatures - environmental temperatures are less than 15°C or more than 35°C</p> <p>Not Applicable</p>	<p>Confined Spaces - areas where only one egress (escape route) exists</p> <p>Not Applicable</p>
<p>Slippery or Uneven Surfaces - greasy or wet floor surfaces, ramps, uneven ground</p> <p>Not Applicable</p>	<p>Inadequate Housekeeping - obstructions to walkways and work areas cause trips and falls</p> <p>Infrequent</p>
<p>Working At Heights - ladders/stepladders/scaffolding are required to perform tasks</p> <p>Not Applicable</p>	<p>Biological Hazards - exposure to body fluids, bacteria, infectious diseases</p> <p>Not Applicable</p>