

Position Description

Employment Agreement:	Individual Employment Agreement
Position Title:	Quality Coordinator Radiology Services
Service & Directorate:	General Surgery Radiology
Location:	Invercargill
Reports to:	Southland Manager Radiology
DHB Delegation Level:	NA
Number of direct reports:	0
Date:	July 2019

Our Vision

Better Health, Better Lives, Whānau Ora

We work in partnership with people and communities to achieve their optimum health and wellbeing
 We seek excellence through a culture of learning, enquiry, service and caring

Our Shared Values and Behaviours

Kind <i>Manaakitanga</i>	Open <i>Pono</i>	Positive <i>Whaiwhakaaro</i>	Community <i>Whanaungatanga</i>
<i>Looking after our people:</i> We respect and support each other. Our hospitality and kindness foster better care.	<i>Being sincere:</i> We listen, hear and communicate openly and honestly. We treat people how they would like to be treated.	<i>Best action:</i> We are thoughtful, bring a positive attitude and are always looking to do things better.	<i>As family:</i> We are genuine, nurture and maintain relationships to promote and build on all the strengths in our community.

Our statutory purpose

To improve, promote and protect the health of our population
 Promote the integration of health services across primary and secondary care services
 Seek the optimum arrangement for the most effective and efficient delivery of health services
 Promote effective care or support for those in need of personal health or disability support services
 Promote the inclusion and participation in society and the independence of people with disabilities
 Reduce health disparities by improving health outcomes for Māori and other population groups
 Foster community participation in health improvement and in planning for the provision of and changes to the provision of services
 Uphold the ethical and quality standards expected of use and to exhibit a sense of social and environmental responsibility

PURPOSE OF ROLE
<p>The purpose of the Quality Coordinator is to coordinate the operation of the quality management systems in Radiology Services, Dunedin and Southland Hospitals</p> <p>The Quality Coordinator will work cooperatively with Service Leadership, including Service Manager, Unit Manager, Clinical Leaders, Senior Charge MITs, Charge Nurse Manager and Administration Team Leader, to ensure that system and protocols exist to meet quality requirements for the service.</p>

Competencies

The following competencies apply to this position. The employee will be assessed against these as part of their annual performance and development review.

Organisational Competencies	
Customer Focus	Is dedicated to meeting the expectations and requirements of internal and external customers; gets first hand customer information and uses it for improvements in products and services; acts with customers in mind; establishes and maintains effective relationships with customers and gains their trust and respect
Integrity and Trust	Is widely trusted; is seen as a direct, truthful individual; can present the unvarnished truth in an appropriate and helpful manner; keeps confidences; admits mistakes; doesn't misrepresent him/herself for personal gain.
Drive For Results	Can be counted on to achieve goals successfully; Is constantly and consistently one of the top performers; very bottom line oriented; steadfastly pushes self and others for results.
Management Competencies	
Priority setting	Identifies what is important to ensure that his/her time and the time of others is spent well and efficiently. Creates focus and eliminates road blocks. Identifies means of achieving goals
Delegation	Able to determine the difference between routine and important tasks and decisions, then clearly and comfortably delegates as appropriate. Shares both responsibility and accountability knowing and trusting fellow staff members to perform and complete their own work.
Problem Solving	Uses rigorous logic and methods to solve difficult problems with effective solutions. Will search out through reliable sources the answers. Is able to determine unseen problems. Excels at honest and reliable answers. See to identify further answers other than those which are most obvious.
Process management	Works with staff to identify the processes required to get things done. Is able to simplify complex processes. Is able to organise fellow staff & activities. Understands how to separate and combine tasks to ensure an efficient work flow. Identifies what to measure and how to measure. Identifies opportunities for synergy and integration particularly of quality systems and processes

KEY RELATIONSHIPS	
Within Southern DHB	External to Southern DHB (When and as required)
<ul style="list-style-type: none"> • Clinical Leaders District 	<ul style="list-style-type: none"> • IANZ
<ul style="list-style-type: none"> • Unit Manager Southland 	<ul style="list-style-type: none"> • Office of Radiation Safety
<ul style="list-style-type: none"> • Directorate Leadership Team District 	<ul style="list-style-type: none"> • Regional and National Radiology Quality Networks
<ul style="list-style-type: none"> • Charge Nurse Manager Otago 	

• Administration Team Leader Otago	
• Senior Charge / Charge / Area Charge MITs	
• Other Quality Representatives District	
• Radiology Staff District	
• MIDAS team	

PERSON SPECIFICATION

The expertise required for a person to be fully competent in the role. Position specific competencies:

	ESSENTIAL	DESIRABLE
Education and Qualifications (or equivalent level of learning)	<p>Holds a recognised (NZQA or equivalent) qualification, eg.</p> <ul style="list-style-type: none"> • Relevant Tertiary qualification and <ul style="list-style-type: none"> ○ NZ Certificate of Quality ○ IANZ Audit & Quality Course ○ Other recognised Quality certification/qualification 	<ul style="list-style-type: none"> • Audit qualification/certification • Or ability and willingness to work towards qualification
Experience	<p>Evidence of quality and audit experience in a relevant health field, including:</p> <ul style="list-style-type: none"> • Development of quality management frameworks. • Implementation of quality and audit systems. • Risk identification, management and mitigation. 	<ul style="list-style-type: none"> • Extensive experience of quality management/coordination in a public hospital or Radiology setting. • Experience aligning quality activities and associated documentation across multiple sites
Knowledge and Skills	<p>Skilled communicator:</p> <ul style="list-style-type: none"> • Conveys essential and technical information without unnecessary complexity in all types of communication. • Provides constructive feedback in a fair and calm manner. • Training experience <p>Computer Literate:</p> <ul style="list-style-type: none"> • Skilled user of MS Office suite. • Familiar with the development and maintenance of databases and networks. <p>People skills:</p> <ul style="list-style-type: none"> • Recognises where additional support and/or training is required. • Can identify required tasks and responsibilities with team members where appropriate. 	<p>In depth knowledge of/experience with:</p> <ul style="list-style-type: none"> • IANZ accreditation processes • Radiology • Editing and publishing skills • Sharepoint • Coaching
Personal Qualities	<ul style="list-style-type: none"> • Sets “push” goals and achieves expected outcomes • Self-directed, but seeks feedback or direction where necessary. • Works both within multidisciplinary team(s) and independently. • Organised, able to change priorities according to circumstances. 	

KEY RESULT AREAS:

Key Accountabilities:	Example of successful delivery of duties and responsibilities
Review of systems, audit and protocols to ensure standards are maintained across the continuum of care, and meet the required IANZ standards	
<ul style="list-style-type: none"> • Develop and maintain a service wide quality and risk programme as agreed with Service leadership and in accordance with DHB policies and guidelines, including: <ul style="list-style-type: none"> ○ Oversight/coordination of internal documentation control. ○ Oversight/coordination of the internal audit programme. ○ Key participant in service quality meetings. ○ Identifies Quality, Risk and/or audit training, coaching, support needs for groups and individuals within the service. 	<ul style="list-style-type: none"> • Audit programme is maintained and completed as per established schedule • Service requirements for continuous quality improvement in Radiology systems, documentation and service delivery are identified and plans to address are developed and implemented • Documentation system contains complete, up to date and accurate operational policies and procedures consistent with: <ul style="list-style-type: none"> ○ DHB policies and procedures ○ IANZ requirements for accreditation • Quality meetings occur in accordance with the required schedule: <ul style="list-style-type: none"> ○ Terms of reference are up to date and adhered to. ○ Quality and risk activities are reported as required. ○ Actions arising from meeting are monitored and followed up • Participates in training of relevant staff in Quality systems and processes relevant to their role
Develop a Quality Plan and Improvement Activities	
<ul style="list-style-type: none"> • Assist service manager with the development, updating and monitoring of a Radiology quality plan • Assist service manager in facilitating quality improvement activities required to achieve the outcomes identified in the Radiology quality plan. 	<ul style="list-style-type: none"> • Staff at all sites receive assistance necessary for successful implementation of quality improvement activities. • Progress towards quality plan outcomes are reviewed monthly and annually by the quality group.
Establish reporting systems for ongoing reporting of Quality and Risk in Radiology	
<ul style="list-style-type: none"> • Provides complete and accurate progress and other reports as required by the service manager • Assist service manager to coordinate corrective actions when standards are not met 	<ul style="list-style-type: none"> • Ongoing monthly report for service activity. • Reports on analysis of any identified issues • Corrective actions are monitored and implemented by the quality group.
Self-Management and Organisation	
<ul style="list-style-type: none"> • Plan and manage own work to achieve desired results on time and to required standard. • Maintain own professional development, attend Southern DHB and other development opportunities which may arise 	<ul style="list-style-type: none"> • Achieve IANZ accreditation annually
Other	
<ul style="list-style-type: none"> • Perform any other duties relevant to the role that may be required from time to time by service manager 	<ul style="list-style-type: none"> • Perform the task of chairperson for any quality meetings in the absence of service manager or minute taker in absence of other staff
Living Southern DHB Values	

<p>Proactively demonstrating Southern DHB values in all aspects of the role.</p>	<ul style="list-style-type: none"> • Demonstrates behaviours that we want to see from each other, at our best. • Contributes positively to a culture of appreciation, a learning culture, where people feel safe to speak up. • Contributes positively to team and other initiatives that seek to improve patient and whanau experiences and/or staffs experience of working.
<p>Other Duties</p>	
<p>Undertaking duties from time to time that may be in addition to those outlined above but which fall within your capabilities and experience.</p>	<ul style="list-style-type: none"> • You respond positively to requests for assistance in own and other areas, demonstrating adaptability and willingness. • You produce work that complies with SDHB processes and reflects best practice. • Research undertaken is robust and well considered.
<p>Professional Development – self</p>	
<p>Identifying areas for personal and professional development.</p>	<ul style="list-style-type: none"> • Training and development goals are identified/agreed with your manager. • Performance objectives reviewed annual with your manager. • You actively seek feedback and accept constructive criticism.
<p>Health, Safety and Wellbeing</p>	
<p>Taking all practicable steps to ensure personal safety and the safety of others while at work, in accordance with the Southern DHB’s Health, Safety and Wellbeing policies, procedures and systems.</p>	<ul style="list-style-type: none"> • You understand and consistently meet your obligations under Southern DHB’s Health and Safety policy/procedures. • You actively encourage and challenge your peers to work in a safe manner. • Effort is made to strive for best practice in Health and Safety at all times.
<p>Treaty of Waitangi</p>	
<p>Giving effect to the principles of the Treaty of Waitangi – Partnership, Participation and Protection through your interaction with others on a day to day basis.</p>	<ul style="list-style-type: none"> • <i>Partnership</i> – You interact in good faith and in the nature of a partnership. There is a sense of shared enterprise and mutual benefit where each partner takes account of the needs and interests of the other. • <i>Participation</i> – You work in partnership with our treaty partners to enable our organisation to prosper. You are mindful of the varying socio-economic conditions that face our people and work hard to remove barriers of access to health and education. • <i>Protection</i> – You work proactively to protect the rights and interests of Māori, including the need to proactively build the capacity and capability of Māori.

Note: the above example measures are provided as a guide only. The precise performance measures for this position will require further discussion between the job holder and manager.

For Job Evaluation Purposes: (As per the current Southern DHB Delegation of Authority Policy)

Number of direct reports: 0 :
 Southern DHB Delegation of authority (level 1 – 5) : Level

Staff Authority

Authority to engage, promote, discipline and dismiss staff

No authority:

Authority to engage, promote, discipline/dismiss direct reports with consultation of manager: NO

Ultimate authority, engage, promote, discipline and dismiss staff at any level below his/her own: NO

Contractual Authority

Authority to enter into agreements or contracts on behalf of the Southern DHB

- Limited: NO
- Long term \$1.5 to \$3 million NO
- Long term in excess \$3 to \$7.5 million NO

Work Complexity

Most challenging duties typically undertaken or most complex problems solved:

Example: the end result -policy framework are defined but independent thought is necessary to co-ordinate conflicting demand and to optimise efficiency, or while end result defined means of achieving end result is unspecified

- Implement a district process for auditing at two sites which had completely different processes in place. This was achieved by firstly creating a district audit document then ensuring staff were trained in the audit process then implementing and monitoring this process. Mostly achieved when staff were able to see the benefits to such a process
- Implement a district meeting system which enable staff at both sites to address quality and risk issues.
- Developing District Quality documents, while ensuring both sites processes were correctly documented.

Freedom To Act

Guidelines available to assist job holder to make decisions e.g. policy documents, standard procedures. This factor assesses the extent to which the role is supervised and/or monitored as well as the amount of guidance available

Example: determines own strategies, little guidance – minimal guidance, large degree of independence – close supervision

- Able to develop documentation based on information given or ascertained. This must be consulted with by relevant staff and signed off by senior staff.
- Has ability to identify what is a district process and when documentation must be implemented as district.
- Largely works unmonitored but is required to show signoff by senior staff

Financial Responsibilities

- Controls a budget - No
- Maximum that may be spent without reference to manager - NA
- Jobholder can spend unbudgeted capital - No. Amount _____
- Jobholder is responsible for committing the organisation to long-term contracts - No
- Jobholder signs correspondence for Company - No

CHANGES TO POSITION DESCRIPTION

From time to time it may be necessary to consider changes to the position description in response to the changing nature of our work environment – including technological requirements or statutory changes. This Position Description may be reviewed as part of the preparation for your annual performance and development review.

Acknowledged / Accepted:

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Employee

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Date

.....
Manager

.....
Date

DRAFT